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ABSTRACT

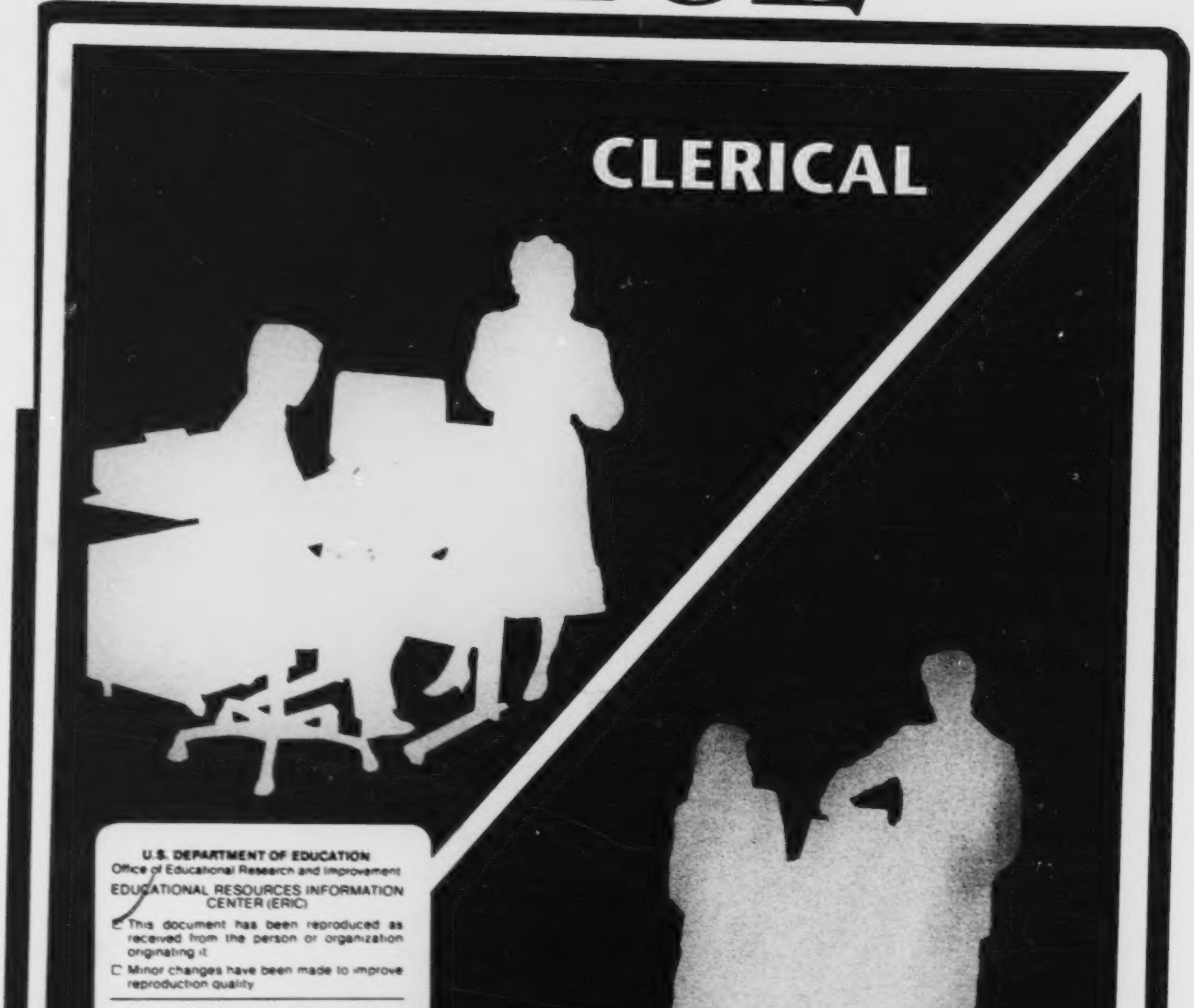
The first of two documents provides realistic simulated business activities that are coordinated with the curriculum guide for business office clerical/business office services courses. Simulations are included for five sections of the curriculum: word processing/proofreading, filing/data entry, desktop publishing, calculating machines, and written communications. Each simulation is based on working in a department in a fictional company. The simulations may serve as a culminating test or as additional activities to unite all concepts in that section of the curriculum. Brief instructions and a grading sheet are provided for the teacher at the beginning of each simulation. Most answers are provided. An office procedures manual for the fictitious company is included. The second of two documents is the paper copy of a computerized testing program for business office clerical/business office services courses, coordinated with the related curriculum guide. This manual contains the questions that are on the related data disks and additional questions, with answers. The test bank includes true/false, multiple choice, matching, fill in the blank, and essay questions; it also contains brief activities. The test questions are organized in five sections covering the following topics: keyboarding, filing, operating office machines, communicating effectively, and social implications of computers. A competency matrix follows each section, relating competencies for each unit to specific test questions. The manual also includes a list of data disks and files located on the disks, and copies of the essential elements and competencies covered in the curriculum. (KC)

TX91CD10

BUSINESS OFFICE

Simulations

ED350483



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Educational Development & Training Center
East Texas State University • Commerce, TX 75429

BUSINESS OFFICE CLERICAL/ BUSINESS OFFICE SERVICE SIMULATIONS

Prepared by

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Office Education Curriculum Specialist

Published by
Educational Development and Training Center
East Texas State University
Commerce, Texas

in cooperation with
Texas Education Agency
Vocational Education Programs
Austin, Texas

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1991

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Educational Development & Training Center
East Texas State University
Commerce, TX 75429
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and Linda Baron, Word Processing

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PREFACE

The simulations for the *Business Office Clerical/Business Office Services Curriculum* were prepared to provide quality instructional materials for instructors of Business Office Clerical/Business Office Services courses in Texas.

These simulations have been developed through a joint effort of the Texas Education Agency and the Educational Development and Training Center located on the campus of East Texas State University at Commerce, Texas.

The purpose of developing these simulations is to provide Business Office Clerical/Business Office Services instructors and students with realistic business activities that are coordinated with the *Business Office Clerical/Business Office Services Curriculum*. Suggestions and comments concerning these simulations are requested to be sent to the curriculum specialist at the Educational Development and Training Center.

How to Use Simulation Materials

A simulation has been prepared for most sections of the *Business Office Clerical/Business Office Services Curriculum*. Each simulation is based on working in a specific department in the Hits Unlimited company.

The simulations are versatile and may be used in many different ways. However, they should not be completed until after the conclusion of the section or unit of the guide has been completed. The simulations may serve as a culminating test or as additional activities to tie in all of the concepts taught in the section. They may be used at the end of the semester or school year to review the concepts that have been studied.

If a simulation requires the use of a microcomputer, the simulation may be performed on any type of microcomputer using the software packages of your choice. **It is assumed the students already have a working knowledge of the software packages on which they will be working.** You will need to decide what reference materials will be provided for the students.

Brief instructions and a grading sheet are provided for the teacher at the beginning of each simulation. Most answers are provided. Some simulations do not lend themselves to standard answers; therefore, the teacher must decide what grading standards to use. Clarifications are provided in the instructions or the answers when necessary.

INSTRUCTIONS

This is a simulation prepared for Section I, Units 1, 2, and 3 of the *Business Office Clerical/Business Office Services* curriculum. The simulation should be completed after the study of the reference materials in **Section I: Keyboarding.** Students should have studied and completed all written work for **Unit I--Keyboarding Skills, Unit II--Proofreading and Correcting Errors** and **Unit III--Word Processing Concepts.** The competency tests following these units should determine whether or not the students are ready for the hands-on simulation.

This simulation may be completed by using either a typewriter or a computer. However, it is preferred that this simulation be performed on a computer. If a computer is used, your students will need access to a computer, a blank disk for data storage, and a word processing software package of your choice. It is assumed that you have spent time to acquaint the students with both the computer and word processing software which they will use.

This simulation contains the following word processing and proofreading activities:

- Proofreading, using proofreader's marks, and keying in labels.
- Proofreading and keying in a form letter.
- Preparing outgoing mail.
- Proofreading and formatting a letter.
- Preparing a three-column table.
- Preparing a memo.
- Reordering a table and placing it within a memo.
- Preparing a list of E-mail numbers.

Note that the placement of the student's documents on their paper may be different from those printed in the answers. Placing frames around the documents slightly distorts the correct placement on a page and the amount that may be placed on a page.

SPECIFIC INSTRUCTIONS

1. Go to your local video or CD store and obtain copies of a list of current top-selling videos, tapes and CDs. You might also request display posters advertising the current videos, movies, etc. for use in the classroom.
2. Have students go to the video store to get the lists and posters for extra credit.
3. Provide students with resource manuals and reference materials.
4. Direct the students to refer to the Office Procedures Manual and look under Word Processing Department for a copy of proofreader marks, basic letter parts and letter styles.
5. You may wish to review decimals, tabs, etc. with your students before assigning the tables. You may also wish to review moving and deleting blocks of text.
6. Invite someone in industry or business who uses E-Mail to tell and demonstrate how it is done. Have them come either during your communications unit or, while the students are completing this simulation.

Materials Needed:

Plain paper
Letterhead
Envelopes (6)
Reference materials
Red pen or pencil
Word processing software
Data disk

Equipment Needed:

Computer
Printer
Typewriter

ANSWERS

Proofreading Address Labels

Proofed Labels	Corrected Labels
Use postal format! John abbott 1506 Cedar Wood S.A., TX 78230	JOHN ABBOTT 1506 CEDAR WOOD SAN ANTONIO TX 78230
Robert Adams 16022 Winy Trail San Antonio, ~~Texas~~ TX 78232	ROBERT ADAMS 16022 WINDY TRAIL SAN ANTONIO TX 78232
david Baker 8787 King Henry San Antonio, TX 78254	DAVID BAKER 8788 KING HENRY SAN ANTONIO TX 78245
Ruben Castillo 4365 Blanco Rd San Antonio, TX 78232	RUBEN CASTILLO 4365 BLANCO ROAD SAN ANTONIO TX 78223
Maira Castilo 787 Millwood San Antonio, TX 78216	MARIA CASTILLO 778 MILLWOOD SAN ANTONIO TX 78216
Anita Davilla 4778 San Pedra, apt. C3 San Antonio, TX 78213	ANITA DAVILA 4778 SAN PEDRO, APT. 3C SAN ANTONIO TX 78213
Bill Flinger 908 Newcome San Antonio, TX 78922	BILL FINGER 980 NEWCOME SAN ANTONIO TX 78229

Form Letter With Edit Marks

(Date)

Dear (name)(:)

please allow us to introduce ourselves. we are Hits Unlimited, the newest in video, tapes, and CD sales and rentals. as the "New Kids on the Block", we "Always" aim to please. however, "Without You", we don't have a "Ghost" of a chance. ¶ our new location is 5278 san pedro. Business hours are 10 a.m. to 10 p.m. Monday through Saturday and 12:~~00~~ p.m. to 5:30 p.m. on Sunday.

Please drop by for our Get Acquainted open House on (Mon), June 5, 19--.

¶ "I'll See You in My Dreams", but we would rather see you in the store! And if you are wondering where your~~e~~ neighbors are, they are probably "Driving Miss Daisy" to Hits Unlimited.

ℓ#

Sincerely,

SS Body
ds Between ¶'s

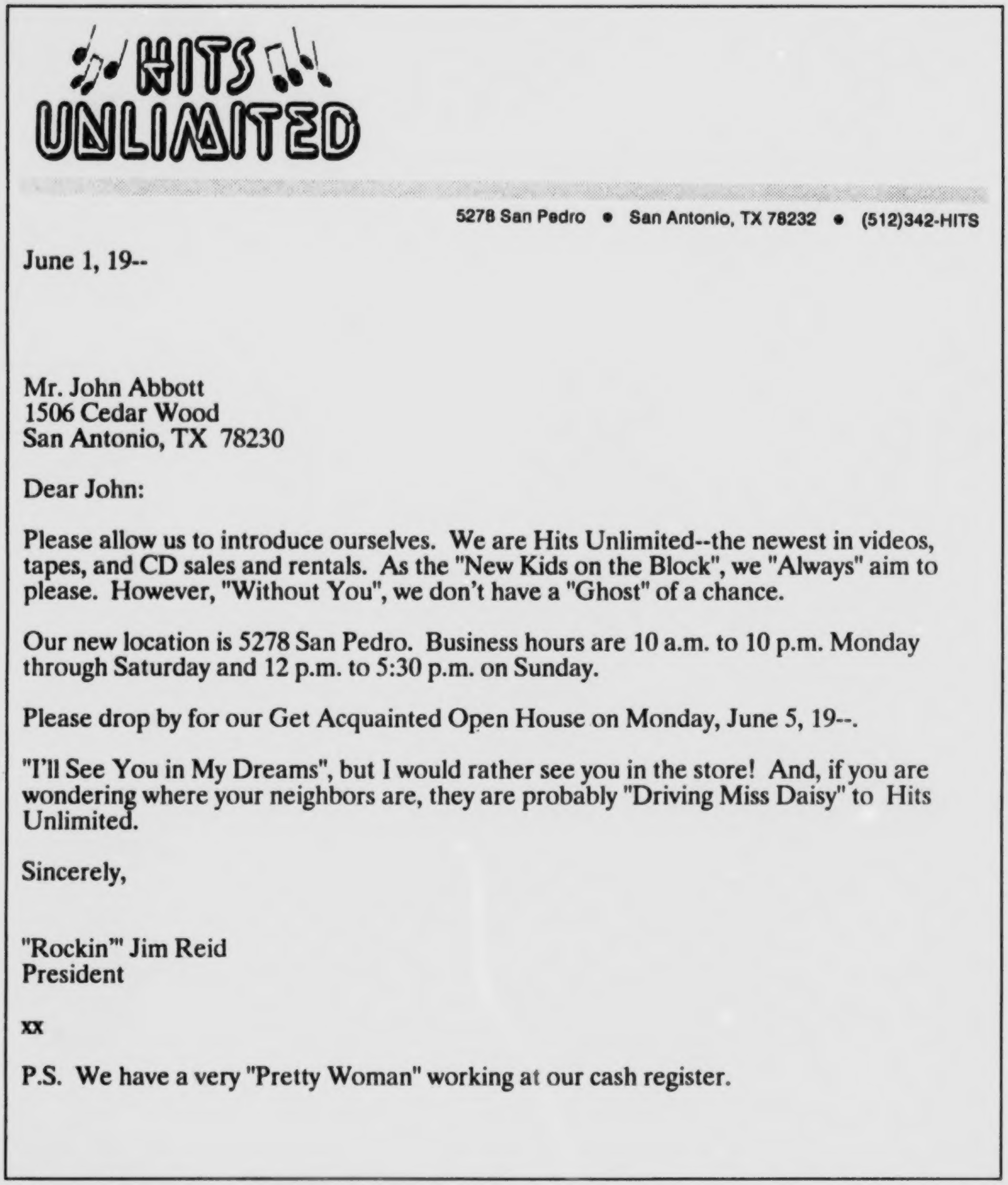
"Rockin'" Jim Reid
Store Manager

~~ss~~ s xx

P.S. We have a very "Pretty Woman" working at our cash register!

12

Corrected Form Letter



HITS UNLIMITED

5278 San Pedro • San Antonio, TX 78232 • (512)342-HITS

June 1, 19--

Mr. John Abbott
1506 Cedar Wood
San Antonio, TX 78230

Dear John:

Please allow us to introduce ourselves. We are Hits Unlimited--the newest in videos, tapes, and CD sales and rentals. As the "New Kids on the Block", we "Always" aim to please. However, "Without You", we don't have a "Ghost" of a chance.

Our new location is 5278 San Pedro. Business hours are 10 a.m. to 10 p.m. Monday through Saturday and 12 p.m. to 5:30 p.m. on Sunday.

Please drop by for our Get Acquainted Open House on Monday, June 5, 19--.

"I'll See You in My Dreams", but I would rather see you in the store! And, if you are wondering where your neighbors are, they are probably "Driving Miss Daisy" to Hits Unlimited.

Sincerely,

"Rockin'" Jim Reid
President

xx

P.S. We have a very "Pretty Woman" working at our cash register.

There should be six copies of this same letter--one to each of the names on the six labels previously prepared.

Addressed Envelopes

HITS UNLIMITED
5278 SAN PEDRO
SAN ANTONIO TX 78232

MR. JOHN ABBOTT
1506 CEDARWOOD
SAN ANTONIO TX 78230

There should be six properly addressed envelopes. The June 1 letters should be folded properly and inserted into the correct envelopes.

Embassy Suites Letter With Edit Marks

Date

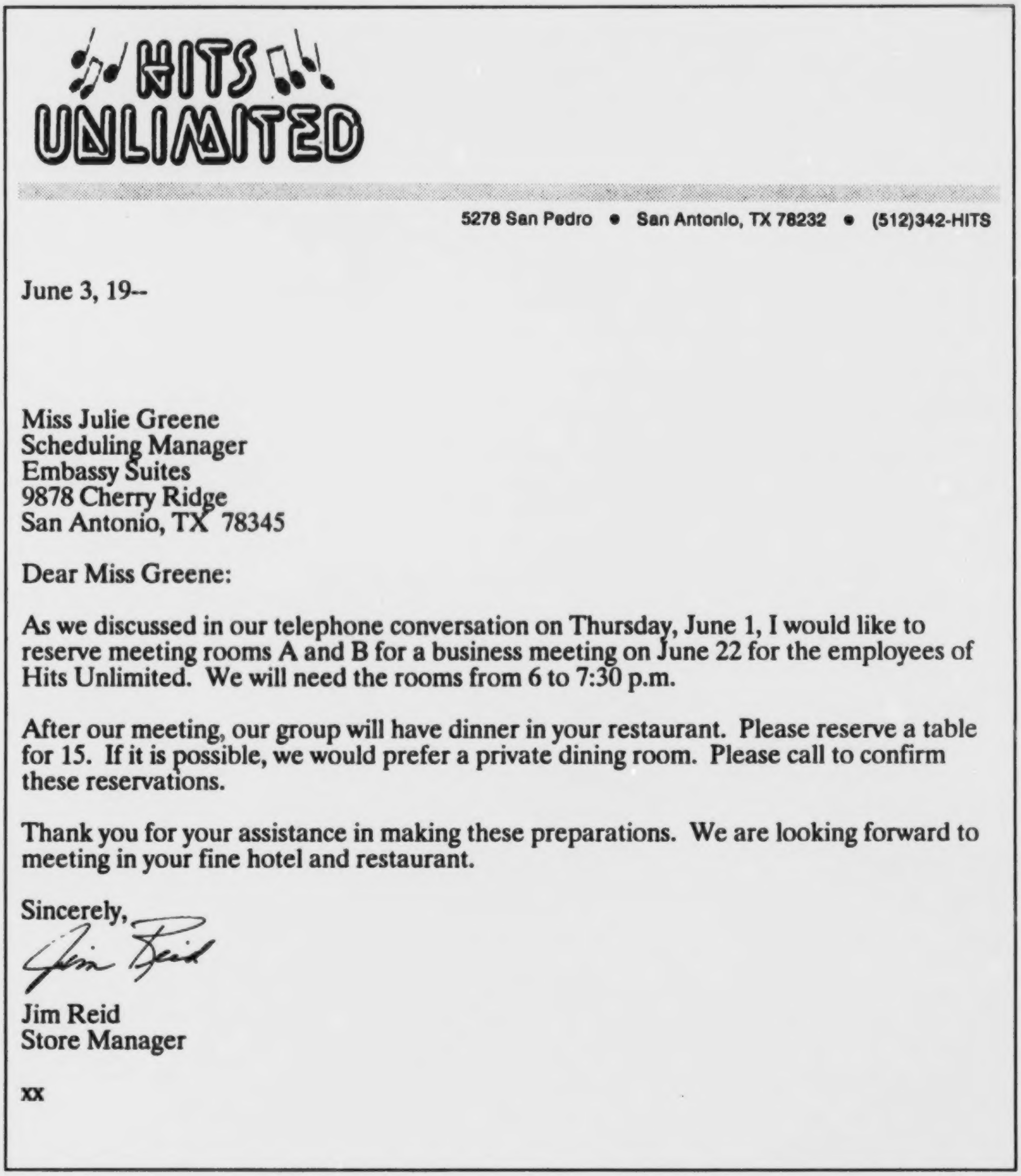
Dear Miss Greene:
As we discussed in our telephone conversation on thursday, June1, i would like to reserve meeting rooms A and B for a business meeting on June 22 for all the employees of Hits Unlimited. we will need the rooms from 6 ~~p.m.~~ to 7:30 p.m. After~~ward;~~ our meeting, our group will have dinner in your restaurant. please reserve a table for 15 ~~fifteen (15~~). If it is possible, we would prefer a private dining room. Please call to confirm these reservations. Thank you for your assistance in making these preparations. We are looking forward to meeting in your fine hotel and restaurant.
Sincerely, #

—#6

Jim Reid
President
~~ss~~xx

ss body

Corrected Embassy Suites Letter



HITS
UNLIMITED

5278 San Pedro • San Antonio, TX 78232 • (512)342-HITS

June 3, 19--

Miss Julie Greene
Scheduling Manager
Embassy Suites
9878 Cherry Ridge
San Antonio, TX 78345

Dear Miss Greene:

As we discussed in our telephone conversation on Thursday, June 1, I would like to reserve meeting rooms A and B for a business meeting on June 22 for the employees of Hits Unlimited. We will need the rooms from 6 to 7:30 p.m.

After our meeting, our group will have dinner in your restaurant. Please reserve a table for 15. If it is possible, we would prefer a private dining room. Please call to confirm these reservations.

Thank you for your assistance in making these preparations. We are looking forward to meeting in your fine hotel and restaurant.

Sincerely,

Jim Reid

Jim Reid
Store Manager

xx

Sales Table

HITS UNLIMITED

Sales Report for Week of June 7-13, 19--

Name	Total Sales	Total Commission
Bill Aguirre	$ 987.95	$ 98.79
Shelby Carlton	2,500.82	250.08
Nathan Finley	1,500.00	150.00
Judy Jackson	2,684.87	268.48
Veronica Ortiz	500.00	50.00
Kevin Peterson	782.25	78.22
Kyle Roberts	600.75	60.07
Russell Taylor	1,203.87	120.38
TOTALS	$10,760.51	$1,076.02

Sales Report Memo

HITS
UNLIMITED

MEMO

TO: All Employees

FROM: J. Reid

DATE: June 15, 19--

SUBJECT: Sales Report

The month of June was a profitable month for us. I would like for each of you to review the following sales report.

HITS UNLIMITED

Sales Report for Week of June 7-13, 19--

Name	Total Sales	Total Commission
Judy Jackson	$ 2,684.87	$ 268.48
Shelby Carlton	2,500.82	250.08
Nathan Finley	1,500.00	150.00
Russell Taylor	1,203.87	120.38
Bill Aguirre	987.95	98.79
Kevin Peterson	782.25	78.22
Kyle Roberts	600.75	60.07
Veronica Ortiz	500.00	50.00
TOTALS	$10,760.51	$1,076.02

I am proud of all of you, but I especially want to congratulate Judy Jackson. As our "top-seller", Judy will be given two tickets to the "New Kids on the Block" concert on August 10.

Work Session Memo With Edit Marks

MEMO

TO: Managers and Assistant Managers

FROM: J. Reid

DATE: June 15, 19--

SUBJECT: Special Work Session

Congratulations and thanks to all our super employes for ~~a~~ a great opening month. however we are experiencing a few minor problems with scheduling and time cards. In order to solve these problems we will have a work session following the close of business on wednesday, July 22. We will meet at the Embassy Suites Hotel on Cherry ridge in meeting rooms A and B. The meeting will be from 6:00 p.m. to 7:30 p.m. Following the business session, we will have dinner in the el dorado room. Everyone will be expected to attend this meeting.

youre doing a great job; keep up the good work. I am very proud of you.

x x

Corrected Work Session Memo

HITS
UNLIMITED

MEMO

TO: Managers and Assistant Managers

FROM: J. Reid

DATE: June 15, 19--

SUBJECT: Special Work Session

Congratulations and thanks to all our super employees for a great opening month. However, we are experiencing a few minor problems with scheduling and time cards.

In order to solve these problems, we will have a work session following the close of business on Wednesday, June 22. We will meet at the Embassy Suites Hotel on Cherry Ridge in meeting rooms A and B. The meeting will be from 6 to 7:30 p.m..

Following the business session, we will have dinner in the El Dorado Room. Everyone will be expected to attend this meeting.

You're doing a great job; keep up the good work. I am very proud of you.

xx

E-Mail Box Numbers

Hits Unlimited

E-Mail Box Numbers

Dept./Store	Name	Box No.
Administration	Jim Reid	451-5555
	Billie Lee	451-5455
Accounting	John Video	451-5955
	Bernice Shell	451-5855
Communications	Josie Lucio	451-5655
Graphics	Joyce Gragg	451-5255
Records Mgmt.	Elizabeth Platt	451-5155
Word Processing	Sherry Stephens	451-5355

HITS UNLIMITED

5278 San Pedro • San Antonio, TX 78232 • (512)342-HITS

HITS
UNLIMITED

MEMO

TO:

FROM:

DATE:

SUBJECT:

EVALUATION SHEET

Date Completed	Project	Grade
____________	**Proofread and Key in Labels**	______

Redo Y N
Mailable Y N

_____ Found 20 Errors
_____ Used Correct Proofreading Marks
_____ Keyed in New Labels Correctly
_____ Proofread
_____ Neat Corrections

Comments:

Date Completed	Project	Grade
____________	**Prepare Form Letters**	______

Redo Y N
Mailable Y N

_____ Proofread Letters
_____ Used Proper Proofreading Marks
_____ Keyed in Six Documents
_____ Proofread
_____ Neat Corrections

Comments:

Date Completed	Project	Grade
____________	**Preparing Outgoing Mail**	______

Redo Y N
Mailable Y N

_____ Envelopes Addressed Properly
_____ Neat Corrections
_____ Letters Folded Properly
_____ Letters Inserted Correctly

Comments:

Student Name ______________________________ Class ____________

BOC/BOS/Simulations
Word Processing/Proofreading Evaluation Sheet

Date Completed	**Project**	**Grade**
________	**Proofreading and Formatting a Letter**	____
Redo Y N Mailable Y N Comments:	____ Proofread Letter ____ Use Correct Proofreading Marks ____ Rekey Document ____ Proofread ____ Neat Corrections	
________	**Sales Report Table**	____
Redo Y N Mailable Y N Comments:	____ Centered Horizontally ____ Centered Vertically ____ Columns Spaced Properly ____ Headings Spaced and Centered ____ Numbers Aligned with Decimal	
________	**Table within a Memo**	____
Redo Y N Mailable Y N Comments:	____ Proper Memo Format ____ Table Reordered ____ Table Inserted Properly into Document ____ Proofread ____ Neat Corrections	

Student Name ________________________ Class ____________

BOC/BOS/Simulations
Word Processing/Proofreading Evaluation Sheet

Date Completed	Project	Grade
____________	**Memo**	______

Redo Y N
Mailable Y N

- ____ Proofread Memo
- ____ Use Correct Proofreading Marks
- ____ Rekey Document
- ____ Proofread
- ____ Neat Corrections

Comments:

Date Completed	Project	Grade
____________	**E-Mail Listing**	______

Redo Y N
Mailable Y N

- ____ Centered Horizontally
- ____ Centered Vertically
- ____ Columns Spaced Properly
- ____ Headings Spaced and Centered
- ____ Document Sent (optional)

Comments:

Student Name ______________________________ Class ____________

CONGRATULATIONS! Welcome to the Word Processing Department.

Many exciting opportunities await you as a new employee in the Word Processing Department of Hits Unlimited. Your duties will include proofreading and keying in various types of communications.

Jim Reid is the president of Hits Unlimited and you will be working for his administrative assistant, Sherry Stephens. As Ms. Stephens has work for you to do, she will provide you with special instructions to assist you in completing your work.

HITS
UNLIMITED

From the desk of S. Stephens

To: Word Processor

Date: June 5, 19--

Subject: Scheduled work

This is a terrible way to break in a new employee, but I have to be out today and tomorrow for a meeting.

Please make sure the following documents are on my desk for my signature when I return. Refer to the Office Procedures Manual if you have any questions on setup.

Thanks!

Have a good day!

HITS
UNLIMITED

From the desk of S. Stephens

To: Word Processor

Date: June 5, 19--

Subject: Proofreading Address Labels

I have attached a set of labels and a computer print-out of our new customers. Our new clerical assistant, Jill, typed these from Mr. Reid's handwriting and I guess she had trouble reading it. Also, it doesn't appear that she proofread her work. Since she is ill today, please do the following:

_____ 1. Proofread the address labels using the new computer printout.

_____ 2. Make sure you use our proofreading marks to make the corrections.

_____ 3. Rekey the labels, making the corrections needed.

Thanks!!!

By the way -- use the postal format for the labels.. all caps with no punctuation.

Labels	**Computer Print-Out**
John abbott 1506 Cedar Wood S. A., TX 78230	John Abbott 1506 Cedar Wood San Antonio, TX 78230
Robert Adams 16022 Winy Trail San Antonio, Texas 78232	Robert Adams 16022 Windy Trail San Antonio, TX 78232
david Baker 8787 King Henry San Antonio, TX 78254	David Baker 8788 King Henry San Antonio, TX 78245
Ruben Castillo 4365 Blanco Rd. San Antonio, TX 78232	Ruben Castillo 4365 Blanco Road San Antonio, TX 78223
Maira Castilo 787 Millwood San Antonio, TX 78216	Maria Castillo 778 Millwood San Antonio, TX 78216
Anita Davilla 4778 San Pedra, Apt. C3 San Antonio, TX 78213	Anita Davila 4778 San Pedro, Apt. 3C San Antonio, TX 78213
Bill Flinger 908 Newcome San Antonio, TX 78922	Bill Finger 980 Newcome San Antonio, TX 78229

Labels

HITS
UNLIMITED

From the desk of S. Stephens

To: Word Processor

Date: June 5, 19--

Subject: Form letter introducing Hits Unlimited

Please do the following:

_____ 1. Proofread this letter using appropriate proofreader marks.

_____ 2. Key in the letter inserting names from corrected mailing labels in the inside address and salutation. Proofread it again.

Use today's date. Refer to the Office Procedures Manual for letter format and proofreading marks. Please attach this original letter along with a copy of the corrected letter for my files.

Dear (name)
please allow us to introduce ourselves. we are Hits Unlimited - the newest in video, tapes, and CD sales and rentals. as the "New Kids on the Block", we "Always" aim to please. however, "Without You", we don't have a "Ghost" of a chance. our new location is 5278 san pedro. Business hours are 10 a.m. to 10 p.m. Monday through Saturday and 12:00 to 5:30 Sunday.

Please drop by for our Get Acquainted open House Mon., June 5, 19--.
"I'll See You in My Dreams", but we would rather see you in the store. And if you are wondering where youre neighbors are, they are probably "Driving Miss Daisy" to Hits Unlimited.

Sincerely,

"Rockin' Jim Reid
Store Manager

ss

P.S. We have a very "Pretty Woman" working at our cash register!

HITS
UNLIMITED

From the desk of J. Lucio

To: Word Processor

Date: June 5, 19--

Subject: Preparing Outgoing Mail

Please send out the form letters you prepared earlier today. They need to be in this afternoon's mail.

_____ 1. Address the envelopes to each name on the corrected address label sheet. Use the preferred postal address described in the Office Procedures Manual.

_____ 2. Fold the letters.

_____ 3. Insert the letters in the envelopes.

HITS UNLIMITED

From the desk of S. Stephens

To: Word Processor

Date: June 5, 19--

Subject: Letter to Embassy Suites

Since I am out of the office, please key in this letter that I scratched out for Jim. You'll notice I didn't correct my errors because Jim just wanted to read it over for content. Refer to your Office Procedures Manual for questions. Please do the following when preparing this document:

_____ 1. Proofread the document using proofreader's marks.

_____ 2. Key in the document using our standard format.

_____ 3. Change my reference initials to yours.

_____ 4. Turn in both the keyed and proofread rough draft copies to me.

P.S. Inside address--Miss Julie Greene, Scheduling Manager, Embassy Suites, 9878 Cherry Ridge, San Antonio, TX 78354

Dear Miss Greene

As we discussed in our telephone conversation on thursday, June1, i would like to reserve meeting rooms A and B for abusiness meeting on June 22 for all the employees of HitsUnlimited. we will need the rooms from 6 p.m. to 7:30 p.m. After our meeeting, our group will have dinner in your restaurant. please reserve a table for fifteen (15). If it is possible,we would prefer a private dining room. Please call to confirm these reservations. Thank you for your assistance in making these preparations. We are looking forward to meeting in your fine hotel and restaurant.

Sincerely,

Jim Reid
President
ss

HITS
UNLIMITED

From the desk of S. Stephens

To: Word Processor

Date: June 15, 19--

Subject: Sales Report Table

Key in this table centering it both horizontally and vertically on a full sheet of plain paper. When you have the table keyed in, show a copy of it to Mr. Reid for his approval.

_______ 1. Use two line headings when possible.

_______ 2. Key in the first name first, then the last name.

_______ 3. Make sure to align the decimals and the dollar signs.

HITS UNLIMITED
Sales Report for Week of June 7-13, 19--

Name	Total Sales	Total Commission
Aguirre, Bill	$ 987.95	$ 98.79
Carlton, Shelby	2500.82	250.08
Finley, Nathan	1500.00	150.00
Jackson, Judy	2684.87	268.48
Ortiz, Veronica	500.00	50.00
Peterson, Kevin	782.25	78.22
Roberts, Kyle	600.75	60.07
Taylor, Russell	1203.87	120.38
TOTALS	$10760.51	$1076.02

HITS UNLIMITED

From the desk of J. R. Reid

To: Word Processor

Date: June 15, 19--

Subject: Reordering Sales Report and Placing it within a Memo.

You have done an excellent job with the table. You make a good addition to our Word Processing Department.

I have decided that I would like the table to be arranged a little differently. To give the "limelight" to those salespersons who had the highest sales need to be listed first. Set it up within the memo below.

Use some of that special "razamatazzz" the word processing program has to rearrange it that way. I know you can do it easier than having to rekey it all in again.

Thanks, you are a big help!!

TO: All Employees DATE: June 15, 19--
FROM: J. Reid SUBJECT: Sales Report

The month of June was a very profitable month for us. I would like for each of you to review the following Sales Report.

[Insert Sales Report Table Here]

I am proud of all of you, but I especially want to congratulate Judy Jackson. As our "Top-seller", Judy will be given two tickets to the "New Kids on the Block" concert on August 10.

HITS UNLIMITED

From the desk of S. Stephens

To: Word Processor

Date: June 15, 19--

Subject: Memo to All Store Managers and Assistant Managers

Prepare the following memo for all store managers and assistant managers.

_____ 1. Make sure that the memo has been proofread, using the appropriate proofreading marks.

_____ 2. Key in the memo using our standard format and print it on our memo stationery.

_____ 3. Make sure you have proofread your work--remember it is going out to a lot of important people.

Oops, I almost forgot, the subject line should be "Special Work Session."

Congratulations and thanks to all our super employes for a a great opening month. however we are experiencing a few minor problems with scheduling and time cards. In order to solve these problems we will have a work session following the close of business on wednesday, July 22. We will meet at the Embassy Suites Hotel on Cherry ridge in meeting rooms A and B. The meeting will be from 6:00 p.m.. to 7:30 p.m. Following the business session, we will have dinner in the el dorado room. Everyone will be expected to attend this meeting.

youre doing a great job; keep up the good work. I am very proud of you.

HITS
UNLIMITED

From the desk of J. R. Reid

To: Word Processor

Date: June 16, 19--

Subject: New Procedures for All Interstore Correspondence.

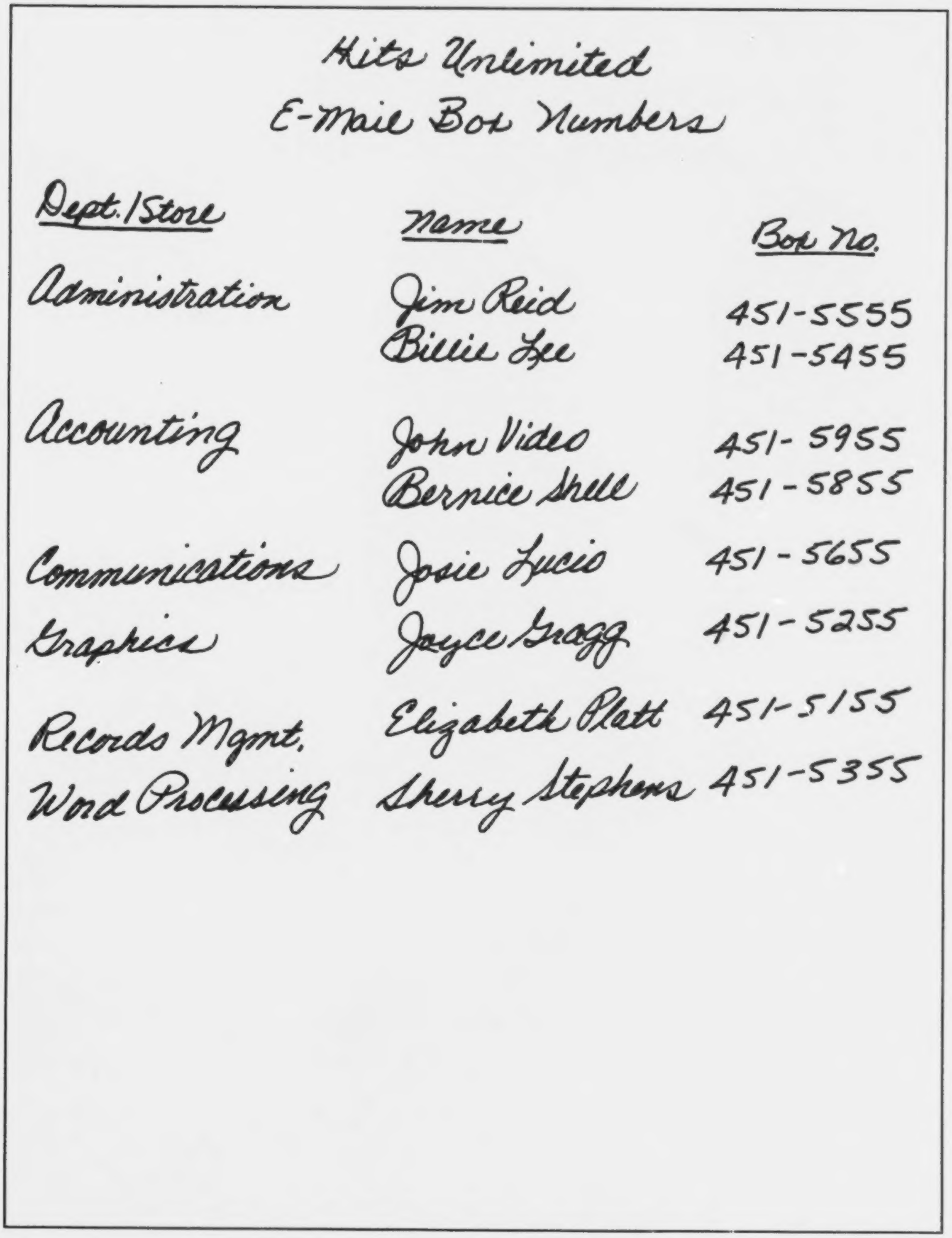
We finally have our E-Mail system in place. Key in the attached information in table format on a full sheet of paper.

_____ 1. Center the titles.

_____ 2. Center the headings over the columns.

_____ 3. Double space between each complete department entry.

Send a copy of the E-Mail list to each of the boxes for our store managers--the list is in the Office Procedures Manual.



Hits Unlimited
E-Mail Box Numbers

Dept./Store	Name	Box No.
Administration	Jim Reid	451-5555
	Billie Lee	451-5455
Accounting	John Video	451-5955
	Bernice Shell	451-5855
Communications	Josie Lucio	451-5655
Graphics	Joyce Gragg	451-5255
Records Mgmt.	Elizabeth Platt	451-5155
Word Processing	Sherry Stephens	451-5355

Business Office Clerical/

Business Office Services

File/Data Entry Simulation

INSTRUCTIONS

This simulation should be completed after the study of reference materials in **Section II: Filing** in the *Business Office Clerical/Business Office Services* curriculum. Students should have studied and completed all written work for **Unit I--Alphabetic and Numeric Filing** and **Unit II--Electronic Filing**. The competency tests following these units should determine whether or not the students are ready for the hands-on simulation.

The first part of this simulation requires only manual filing and no equipment. The second part requires the use of a microcomputer system. Your students will need access to a microcomputer, a blank disk for data storage, and a database software package of your choice. It is assumed that you have spent time to acquaint the students with both the computer and database software they will use.

This simulation contains several alphabetic and numeric filing activities. In addition, it provides opportunities for creating a database and doing entry work.

This simulation contains the following file/data entry activities:

- Customer data cards
- Integrating Top 10 listing into alphabetic and numeric inventory
- Creating an inventory database

SPECIFIC INSTRUCTIONS

1. Display video posters. These can be obtained from your local video store.
2. Students could pick up current video listings to add to the inventory listing.
3. Reinforce filing, proofreading and editing skills to the students before they begin their "new" jobs.
4. The data entry clerk could use the following file names for setting up their current and new video listings: CVVIDEOS and NVVIDEOS.

5. The ARMA simplified filing standard rules can be found in your Business Professional contest guidelines.

6. The simulation may be expanded according to student needs. Reproducible forms have been provided for this purpose.

7. Use a card file box and a file cabinet to make a simulation more realistic.

Equipment and Supplies:

Card File Box (Optional)
File Cabinet (Optional)
Microcomputer
Database Software

ANSWERS

1.

Store # 3

Customer Data Card

Membership No.: 09001

Name: Mahoney, Mary W.
Last First Middle Initial

Address: 2143 Live Oak

City: San Antonio **State:** TX **Zip Code:** 78249

Telephone No: (Home) (512) 661-7321 (Work) (512) 341-2368

Additional Family Members Allowed to Rent on this Account:

Gary D. Mahoney, Cody Mahoney

Store # 10

Customer Data Card

Membership No.: 09042

Name: Baron, Cheryl L.
Last First Middle Initial

Address: Route 2, Box 200

City: San Antonio **State:** TX **Zip Code:** 78200

Telephone No: (Home) (512) 681-2217 (Work) (512) 688-3323

Additional Family Members Allowed to Rent on this Account:

Dan Baron, Kim Baron, Emily Baron

Store # 3

Customer Data Card

Membership No.: 09007

Name: McDonald, Marie F.
Last First Middle Initial

Address: 6942 San Marcos Road

City: San Antonio **State:** TX **Zip Code:** 78249

Telephone No: (Home) (512) 696-5829 (Work) (512) 681-2929

Additional Family Members Allowed to Rent on this Account:

None

Store # 5

Customer Data Card

Membership No.: 09023

Name: Thompson, Debbie
Last First Middle Initial

Address: PO Box 748

City: San Antonio **State:** TX **Zip Code:** 78249

Telephone No: (Home) (512) 496-4604 (Work) (512) 733-5147

Additional Family Members Allowed to Rent on this Account:

Harry Thompson, Sue Dell West, Jandy Thompson

Store # 4

Customer Data Card

Membership No.: 09010

Name: Hamlin, Larry M.
Last First Middle Initial

Address: 2600 South Park

City: San Antonio **State:** TX **Zip Code:** 78200

Telephone No: (Home) (512) 496-2890 (Work) (512) 496-2388

Additional Family Members Allowed to Rent on this Account:

Meredith Hamlin, Discha Hamlin, Marc Hamlin

Store # 10

Customer Data Card

Membership No.: 09101

Name: Rogers, Chad E.
Last First Middle Initial

Address: 1314 Main Street

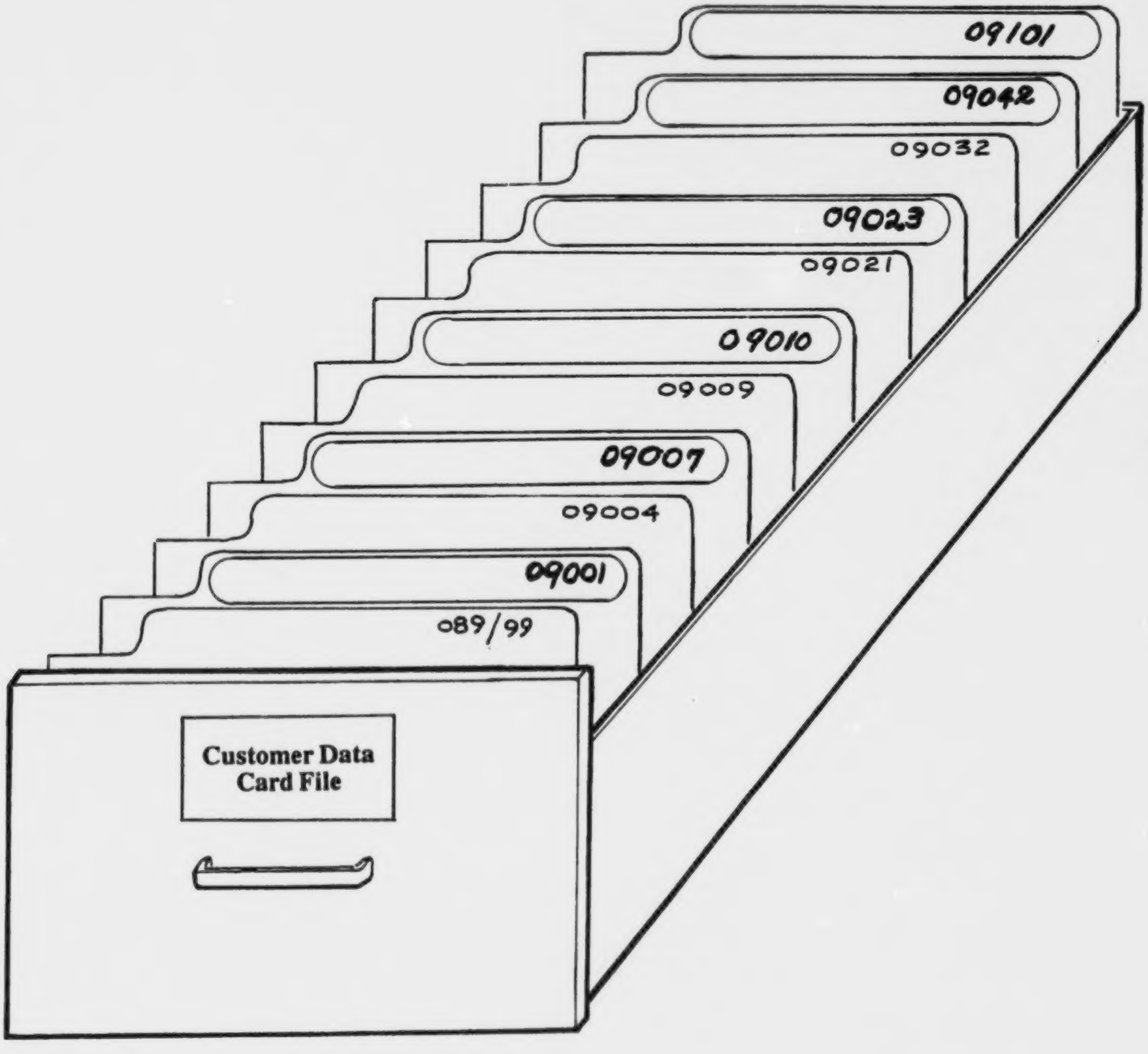
City: San Antonio **State:** TX **Zip Code:** 78222

Telephone No: (Home) (512) 653-4693 (Work) (512) 496-5120

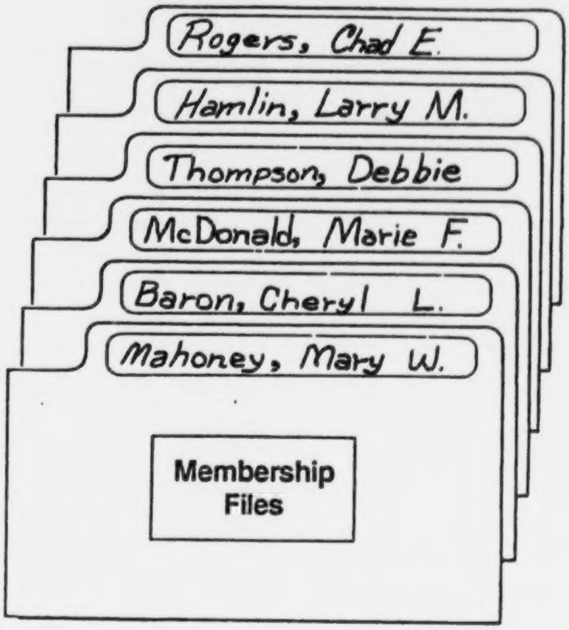
Additional Family Members Allowed to Rent on this Account:

Beth Rogers, Ed Rogers

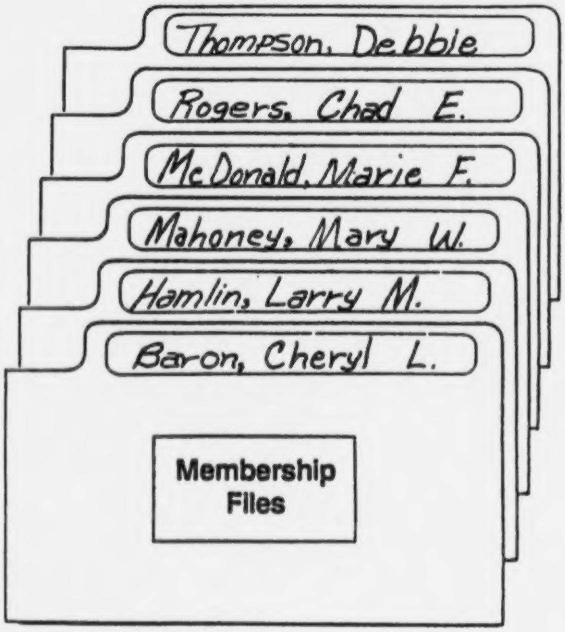
CUSTOMER DATA CARD FILE


09101
09042
09032
09023
09021
09010
09009
09007
09004
09001
089/99
Customer Data Card File

INDEXING ORDER


Rogers, Chad E.
Hamlin, Larry M.
Thompson, Debbie
McDonald, Marie F.
Baron, Cheryl L.
Mahoney, Mary W.
Membership Files

ALPHABETIC ORDER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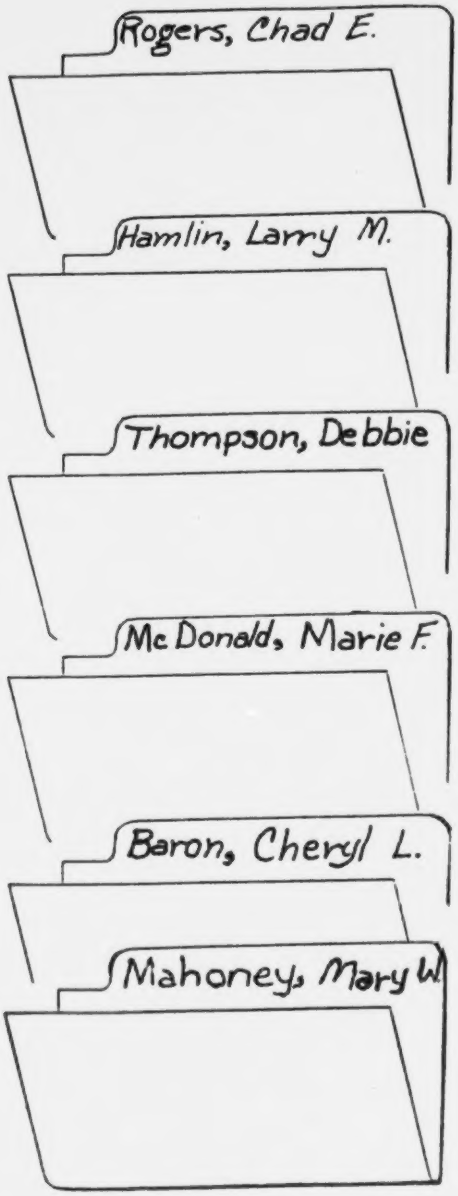
Rogers, Chad E.
McDonald, Marie F.
Mahoney, Mary W.
Hamlin, Larry M.
Baron, Cheryl L.
Membership Files

MEMBERSHIP RECORDS



Rogers, Chad E.
File in P-T

Hamlin, Larry M.
File in G-K

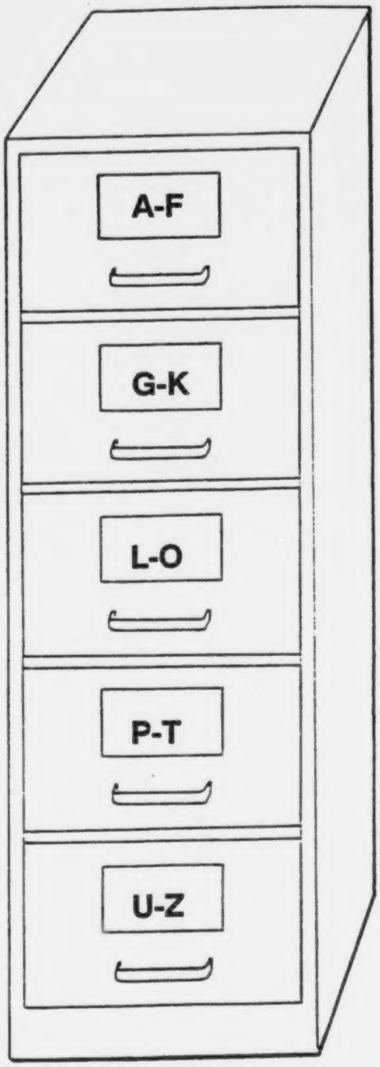
Thompson, Debbie
File in P-T

McDonald, Marie F.
File in L-O

Baron, Cheryl L.
File in A-F

Mahoney, Mary W.
File in L-O

File Drawers



2.

Current Alphabetic Inventory

Bar Codes	Titles	Ratings	Categories
629803	Arabesque	R	Mystery
884024	Archie--Part 3	G	Children's
317865	**Beverly Hills Cop-2**	**R**	**Comedy**
955200	Chariots of Fire	PG	Drama
850003	Charlie Brown	G	Children's
300601	China Syndrome, The	PG	Drama
108005	Chinobi Ninja	R	War
337341	**Cinderella**	**G**	**Children's**
475289	**Crocodile Dundee-2**	**R**	**Comedy**
118107	**Dead Pool, The**	**R**	**Horror**
440016	Die Hard	R	Action
955220	Die Laughing	PG	Comedy
893593	**Earnest Goes to Camp**	**PG**	**Comedy**
620660	**Good Morning Vietnam**	**PG**	**Comedy**
680813	Invisible Kid, The	PG	Comedy
620802	Island--Blue Dolphin	G	Drama
955111	It Lives Again	R	Horror
017099	**Lethal Weapon**	**R**	**Drama**
955381	Madonna	NR	Music

Current Alphabetic Inventory (Cont.)

Bar Codes	Titles	Ratings	Categories
709322	Major League	R	Comedy
370239	**Platoon**	**R**	**Drama/Action**
802163	**Secret of Nimh**	**PG**	**Children's**
333001	Superman	PG	Action
955111	Superman Part II	PG	Action
709188	**Untouchables, The**	**R**	**Drama**
440047	War Games	PG	Drama
589099	Weekend Warrior	R	Comedy

3.

Current Bar Code Video Listing

Bar Codes	Titles
017099	**Lethal Weapon**
108005	Chinobi Ninja
118107	**Dead Pool, The**
300601	China Syndrome, The
317865	**Beverly Hills Cop-2**
333001	Superman
337341	**Cinderella**
370239	**Platoon**
440016	Die Hard
440047	War Games
475289	**Crocodile Dundee-2**
589099	Weekend Warrior
620660	**Good Morning Vietnam**
620802	Island--Blue Dolphin
629803	Arabesque
680813	Invisible Kid, The
709188	**Untouchables, The**
709322	Major League
802163	**Secret of Nimh**
850003	Charlie Brown

Current Bar Code Video Listing (Cont.)

Bar Codes	Titles
884024	Archie--Part 3
893593	**Earnest Goes To Camp**
955110	It Lives Again
955111	Superman Part II
955200	Chariots Of Fire
955220	Die Laughing
955381	Madonna

4.

Alphabetic Membership Listing

No.	Name	Address	City, State, ZIP	Telephone
09042	Cheryl L. Baron	Route 2, Box 200	San Antonio, TX 78200	(512)681-2217
09053	Tausha J. Bellah	Route 1, Box 269-1	San Antonio, TX 78249	(512)661-5920
09015	Mark S. Casa	506 LaJoya	San Antonio, TX 78249	(512)696-8125
09135	Linda Cintron	2610 Culver Boulevard	San Antonio, TX 78200	(512)661-2596
09058	Rosalie M. Clarke	729 Las Lueklecitas Circle	San Antonio, TX 78249	(512)233-1241
09056	Denise R. Crenshaw	1403 Bonham	San Antonio, TX 78200	(512)688-0989
09057	Mica P. Davis	1092 Monroe Street	San Antonio, TX 78249	(512)733-6972
09130	Jeff P. Erickson	8339 Ewing Road	San Antonio, TX 78200	(512)496-3382
09010	Larry M. Hamlin	2600 South Park	San Antonio, TX 78200	(512)496-2890
09052	Susan L. Hines	432 Dove Lane	San Antonio, TX 78200	(512)673-0666
09103	Andy G. Jackson	1403 Thoreau Lane	San Antonio, TX 78215	(512)533-7932
09020	Cindy D. Johnson	331 Raven Circle	San Antonio, TX 78249	(512)733-5235
09060	Misty D. Mahaffey	600 North Broadway	San Antonio, TX 78215	(512)733-5926
09001	Mary W. Mahoney	2143 Live Oak	San Antonio, TX 78249	(512)661-7321
09007	Marie F. McDonald	6942 San Marcos Road	San Antonio, TX 78249	(512)696-5829
09059	Dana M. Mobley	9065 Travis Street	San Antonio, TX 78200	(512)733-3468
09061	Logan C. Peters	1439 Lamar Street	San Antonio, TX 78205	(512)233-4761
09101	Chad E. Rogers	1314 Main Street	San Antonio, TX 78222	(512)653-4693
09023	Debbie Thompson	PO Box 748	San Antonio, TX 78249	(512)496-4604
09200	Tamitha R. Weers	149 Trillium Lane	San Antonio, TX 78213	(512)344-1843
09054	Therman P. Winthorp	925 LaJoya	San Antonio, TX 78249	(512)341-9257
09055	June S. Zalazar	6895 Mockingbird Lane	San Antonio, TX 78200	(512)733-6969

Numeric Membership Listing

No.	Name	Address	City, State, ZIP	Telephone
09001	Mary W. Mahoney	2143 Live Oak	San Antonio, TX 78249	(512)661-7321
09007	Marie F. McDonald	6942 San Marcos Road	San Antonio, TX 78249	(512)696-5829
09010	Larry M. Hamlin	2600 South Park	San Antonio, TX 78200	(512)496-2890
09015	Mark S. Casa	506 LaJoya	San Antonio, TX 78249	(512)696-8125
09020	Cindy D. Johnson	331 Raven Circle	San Antonio, TX 78249	(512)733-5235
09023	Debbie Thompson	PO Box 748	San Antonio, TX 78249	(512)496-4604
09042	Cheryl L. Baron	Route 2, Box 200	San Antonio, TX 78200	(512)681-2217
09052	Susan L. Hines	432 Dove Lane	San Antonio, TX 78200	(512)673-0666
09053	Tausha J. Bellah	Route 1, Box 269-1	San Antonio, TX 78249	(512)661-5920
09054	Therman P. Winthorp	925 LaJoya	San Antonio, TX 78249	(512)341-9257
09055	June S. Zalazar	6895 Mockingbird Lane	San Antonio, TX 78200	(512)733-6969
09056	Denise R. Crenshaw	1403 Bonham	San Antonio, TX 78200	(512)688-0989
09057	Mica P. Davis	1092 Monroe Street	San Antonio, TX 78249	(512)733-6972
09058	Rosalie M. Clarke	729 Las Lueklecitas Circle	San Antonio, TX 78249	(512)233-1241
09059	Dana M. Mobley	9065 Travis Street	San Antonio, TX 78200	(512)733-3468
09060	Misty D. Mahaffey	600 North Broadway	San Antonio, TX 78215	(512)733-5926
09061	Logan C. Peters	1439 Lamar Street	San Antonio, TX 78200	(512)233-4761
09101	Chad E. Rogers	1314 Main Street	San Antonio, TX 78222	(512)653-4693
09103	Andy G. Jackson	1403 Thoreau Lane	San Antonio, TX 78215	(512)533-7932
09130	Jeff P. Erickson	8339 Ewing Road	San Antonio, TX 78205	(512)496-3382
09135	Linda Cintron	2610 Culver Boulevard	San Antonio, TX 78200	(512)661-2596
09200	Tamitha R. Weers	149 Trillium Lane	San Antonio, TX 78213	(512)344-1843

5.

Database Alphabetic Inventory

Titles	Bar Codes	Ratings	Categories
Arabesque	629803	R	Mystery
Archie--Part 3	884024	G	Children's
Beverly Hills Cop-2	317865	R	Comedy
Chariots of Fire	955200	PG	Drama
Charlie Brown	850003	G	Children's
China Syndrome, The	300601	PG	Drama
Chinobi Ninja	108005	R	War
Cinderella	337341	G	Children's
Crocodile Dundee-2	475289	R	Comedy
Dead Pool, The	118107	R	Horror
Die Hard	440016	R	Action
Die Laughing	955220	PG	Comedy
Earnest Goes to Camp	893593	PG	Comedy
Good Morning Vietnam	620660	PG	Comedy
Invisible Kid, The	680813	PG	Comedy
Island--Blue Dolphin	620802	G	Drama
It Lives Again	955111	R	Horror
Lethal Weapon	017099	R	Drama
Madonna	955381	NR	Music
Major League	709322	R	Comedy
Platoon	370239	R	Drama/Action
Secret of Nimh	802163	PG	Children's
Superman	333001	PG	Action
Superman Part II	955111	PG	Action
Untouchables, The	709188	R	Drama
War Games	440047	PG	Drama
Weekend Warrior	589099	R	Comedy

Database Inventory by Ratings

Ratings	Titles	Bar Codes	Categories
G	Archie--Part 3	884024	Children's
G	Charlie Brown	850003	Children's
G	Cinderella	337341	Children's
G	Island--Blue Dolphin	620802	Drama
NR	Madonna	955381	Music
P	Chariots of Fire	955200	Drama
P	Secret of Nimh	802163	Children's
P	Superman	333001	Action
P	Superman Part II	955111	Action
P	War Games	440047	Drama
PG	China Syndrome, The	300601	Drama
PG	Die Laughing	955220	Comedy
PG	Earnest Goes to Camp	893593	Comedy
PG	Good Morning Vietnam	620660	Comedy
PG	Invisible Kid, The	680813	Comedy
R	Arabesque	629803	Mystery
R	Beverly Hills Cop-2	317865	Comedy
R	Chinobi Ninja	108005	War
R	Crocodile Dundee-2	475289	Comedy
R	Dead Pool, The	118107	Horror
R	Die Hard	440016	Action
R	It Lives Again	955111	Horror
R	Lethal Weapon	017099	Drama
R	Major League	709322	Comedy
R	Platoon	370239	Drama/Action
R	Untouchables, The	709188	Drama
R	Weekend Warrior	589099	Comedy

Database Inventory by Categories

Categories	Titles	Bar Codes	Ratings
Action	Die Hard	440016	R
Action	Superman	333001	P
Action	Superman Part II	955111	P
Children's	Archie--Part 3	884024	G
Children's	Charlie Brown	850003	G
Children's	Cinderella	337341	G
Children's	Secret of Nimh	802163	P
Comedy	Beverly Hills Cop-2	317865	R
Comedy	Crocodile Dundee-2	475289	R
Comedy	Die Laughing	955220	PG
Comedy	Earnest Goes to Camp	893593	PG
Comedy	Good Morning Vietnam	620660	PG
Comedy	Invisible Kid, The	680813	PG
Comedy	Major League	709322	R
Comedy	Weekend Warrior	589099	R
Drama	Chariots of Fire	955200	P
Drama	China Syndrome, The	300601	PG
Drama	Island--Blue Dolphin	620802	G
Drama	Lethal Weapon	017099	R
Drama	Untouchables, The	709188	R
Drama	War Games	440047	P
Drama/Action	Platoon	370239	R
Horror	Dead Pool, The	118107	R
Horror	It Lives Again	955111	R
Music	Madonna	955381	NR
Mystery	Arabesque	629803	R
War	Chinobi Ninja	108005	R

Database Inventory by Barcodes

Bar Codes	Titles	Ratings	Categories
017099	Lethal Weapon	R	Drama
108005	Chinobi Ninja	R	War
118107	Dead Pool, The	R	Horror
300601	China Syndrome, The	PG	Drama
317865	Beverly Hills Cop-2	R	Comedy
333001	Superman	PG	Action
337341	Cinderella	G	Children's
370239	Platoon	R	Drama/Action
440016	Die Hard	R	Action
440047	War Games	PG	Drama
475289	Crocodile Dundee-2	R	Comedy
589099	Weekend Warrior	R	Comedy
620660	Good Morning Vietnam	PG	Comedy
620802	Island--Blue Dolphin	G	Drama
629803	Arabesque	R	Mystery
680813	Invisible Kid, The	PG	Comedy
709188	Untouchables, The	R	Drama
709322	Major League	R	Comedy
802163	Secret of Nimh	PG	Children's
850003	Charlie Brown	G	Children's
884024	Archie--Part 3	G	Children's
893593	Earnest Goes to Camp	PG	Comedy
955111	It Lives Again	R	Horror
955111	Superman Part II	PG	Action
955200	Chariots of Fire	PG	Drama
955220	Die Laughing	PG	Comedy
955381	Madonna	NR	Music

EVALUATION SHEET

Date Completed	**Project**	**Grade**
______________	**Customer Data Cards**	______
Redo Y N	____ All Data Cards Complete	
	____ Legible	
Mailable Y N	____ Numerically Filed Correctly	
	____ Alphabetically Filed Correctly	
Comments:		
______________	**Integrating New Videos into Inventory**	______
Redo Y N	____ Add New Videos to Alphabetic Inventory	
	____ Add New Videos to Numerical Inventory	
Mailable Y N	____ Legible Writing	
Comments:		
______________	**Creating Membership Database**	______
Redo Y N	____ Fields Set Up Properly	
	____ Membership Data All Entered	
Mailable Y N	____ Membership Data Verified for Accuracy	
	____ Followed Printing Instructions	
Comments:		

Student Name ______________________________ Class ______________

BOC/BOS/Simulation
Filing Evaluation Sheet

Date Completed	Project	Grade
______________	**Creating an Inventory Database**	_____

Redo Y N

Mailable Y N

Comments:

_____ Fields Set Up Properly
_____ Inventory Records All Entered
_____ Added New Top 10 Listing
_____ Entries Verified and Corrections Made
_____ Printout Instructions Followed

Student Name ______________________________ Class ______________

Welcome to the Records Management Department!

Elizabeth Platt is your supervisor in this department. She will assist you in getting acquainted with this department of Hits Unlimited. Some of your responsibilities will include updating the video membership data list, filing memberships by number, and other numeric and alphabetic filing activities.

Ms. Platt has just found out a secret. She is really excited about it. Maybe she'll let you in on it in a few days.

HITS
UNLIMITED

From the desk of E. Platt

To: File Clerk

Date: October 1, 19--

Subject: Customer Data Cards--Numerical/Alphabetical Cross Reference

Please check off each item as you complete it.

______ 1. Please key in or write out a customer data card for each of the six new membership application forms.

______ 2. File the customer data card by membership number in the customer card file.

______ 3. Place each new membership name in indexing order, place the cards in alphabetical order and file the cards.

Store #____

Customer Data Card

Membership No.:________________

Name: ____
Last First Middle Initial

Address: ____

City: ______________________ State: _____ Zip Code: ___________

Telephone No: (Home) ( )________________ (Work) ( )________________

Additional Family Members Allowed to Rent on this Account:

____

____

Store #____

Customer Data Card

Membership No.:________________

Name: ____
Last First Middle Initial

Address: ____

City: ______________________ State: _____ Zip Code: ___________

Telephone No: (Home) ( )________________ (Work) ( )________________

Additional Family Members Allowed to Rent on this Account:

____

____

Store #____

Customer Data Card Membership No.:________________

Name: ____
Last First Middle Initial

Address: ____

City: ___________________________ State: _____ Zip Code: ____________

Telephone No: (Home) ( )__________________ (Work) ( )__________________

Additional Family Members Allowed to Rent on this Account:

____

____

Store #____

Customer Data Card Membership No.:________________

Name: ____
Last First Middle Initial

Address: ____

City: ___________________________ State: _____ Zip Code: ____________

Telephone No: (Home) ( )__________________ (Work) ( )__________________

Additional Family Members Allowed to Rent on this Account:

____

____

Store #____

Customer Data Card

Membership No.:________________

Name: ____
Last First Middle Initial

Address: ____

City: ______________________ **State:** _____ **Zip Code:** __________

Telephone No: (Home) (   )______________ (Work) (   )______________

Additional Family Members Allowed to Rent on this Account:

____

____

Store #____

Customer Data Card

Membership No.:________________

Name: ____
Last First Middle Initial

Address: ____

City: ______________________ **State:** _____ **Zip Code:** __________

Telephone No: (Home) (   )______________ (Work) (   )______________

Additional Family Members Allowed to Rent on this Account:

____

____

Data Entered By:
Store No.: 3
Membership No: 09001

APPLICATION FOR MEMBERSHIP

Please fill out this form COMPLETELY and return it to one of our salespersons.

Name: Mahoney (Last) Mary (First) W. (Middle Initial)

Address: 2143 Live Oak

City: San Antonio **State:** TX **Zip Code:** 78249

Home Telephone: (512) 661-7321

Drivers License: State: TX **No:** 07848777 **Exp.:** 06-02-93

Date of Birth: 06-02-59 **SS No:** 554-32-1997

Credit Card: (Circle One) [✓ **VISA**] **M/C** **AMEX** **DISCOVER**

Number: 5164-4000-2454-0177 **Expiration:** 04/91

Name (as it appears on card): Mary W. Mahoney

Work Information:
Employer: CDAB Marketing, Inc.
Address: 2133 Riverside, San Antonio, TX, 78200
Telephone: (512) 341-2368

Additional family members allowed to rent on this account:

	Name	Relationship	Date of Birth
Adults:	Gary D. Mahoney	Husband	09/02/53
	Cody Mahoney	Son	09/01/75
Children:			

RESTRICTIONS: Are children allowed to rent "R & NR" rated movies? **YES** [✓ **NO**]

RENTAL AGREEMENT: I, the undersigned, do hereby accept the above listed videotape(s), and/or equipment (hereinafter referred to as "video products") for the purpose of use in my home, and agree that in the event any loss, damage, or theft of said products occurs before they are returned, to promptly indemnify, and save harmless the company from all claims or liabilities to all parties for damage or loss to any person(s) or property in any way arising out of or during the use of said video products.

IT IS UNDERSTOOD THAT THESE VIDEO PRODUCTS ARE DUE BACK BY 6:00 PM THE FOLLOWING DAY (EXCLUDING SATURDAY AND SUNDAY RENTALS) AND THAT A LATE CHARGE WILL BE ASSESSED PER TAPE, PER DAY.

IMPORTANT NOTICE: According to state law failure to promptly return property on this contract may result in criminal prosecution. **VIOLATORS WILL BE PROSECUTED.** Applicant also authorizes HITS UNLIMITED to prepare and submit credit card charge slips using any of the above credit cards, to recover any moneys due under the above agreement.

SIGNATURE OF APPLICANT: Mary Mahoney **DATE:** 1/15/199-

Data Entered By: ______
Store No.: 10
Membership No: 09042

APPLICATION FOR MEMBERSHIP

Please fill out this form COMPLETELY and return it to one of our salespersons.

Name: BARON (Last) CHERYL (First) L. (Middle Initial)

Address: RT. 2, BOX 200

City: SAN ANTONIO **State:** TX **Zip Code:** 78200

Home Telephone: (512) 681-2217

Drivers License: State: TX **No:** 27446860 **Exp.:** 3-1-199_

Date of Birth: 3-1-55 **SS No:** ______

Credit Card: (Circle One) [✓ **VISA**] **M/C** **AMEX** **DISCOVER**

Number: 7166 2306 4333 2112 **Expiration:** 7-94

Name (as it appears on card): CHERYL L. BARON

Work Information:

Employer: DR. TOM BROWN

Address: 4610 STONE ST. SAN ANTONIO, TX 78200

Telephone: (512) 688-3323

Additional family members allowed to rent on this account:

	Name	Relationship	Date of Birth
Adults:	DAN	HUSBAND	6-4-52
Children:	KIM, EMILY		10-21-80, 11-22-76

RESTRICTIONS: Are children allowed to rent "R & NR" rated movies? **YES** **NO**

RENTAL AGREEMENT: I, the undersigned, do hereby accept the above listed videotape(s), and/or equipment (hereinafter referred to as "video products") for the purpose of use in my home, and agree that in the event any loss, damage, or theft of said products occurs before they are returned, to promptly indemnify, and save harmless the company from all claims or liabilities to all parties for damage or loss to any person(s) or property in any way arising out of or during the use of said video products.

IT IS UNDERSTOOD THAT THESE VIDEO PRODUCTS ARE DUE BACK BY 6:00 PM THE FOLLOWING DAY (EXCLUDING SATURDAY AND SUNDAY RENTALS) AND THAT A LATE CHARGE WILL BE ASSESSED PER TAPE, PER DAY.

IMPORTANT NOTICE: According to state law failure to promptly return property on this contract may result in criminal prosecution. **VIOLATORS WILL BE PROSECUTED.** Applicant also authorizes HITS UNLIMITED to prepare and submit credit card charge slips using any of the above credit cards, to recover any moneys due under the above agreement.

SIGNATURE OF APPLICANT: Cheryl Baron **DATE:** 1-18-9_

Data Entered By: ______
Store No.: 3
Membership No: 09007

APPLICATION FOR MEMBERSHIP

Please fill out this form COMPLETELY and return it to one of our salespersons.

Name: McDonald (Last) Marie (First) F. (Middle Initial)
Address: 6942 San Marcos Rd.
City: San Antonio **State:** TX **Zip Code:** 78249
Home Telephone: (512) 696-5829
Drivers License: State: TX **No:** 20120369 **Exp.:** 12-12-199-
Date of Birth: 12-12-49 **SS No:** 685-71-4949
Credit Card: (Circle One) **VISA** **M/C** **AMEX** [✓ **DISCOVER**]
Number: 654296721 **Expiration:** 12-199-
Name (as it appears on card): Marie F. McDonald

Work Information:
Employer: Embassy Suites
Address: Loop 410 San Antonio
Telephone: (512) 681-2929

Additional family members allowed to rent on this account:

	Name	Relationship	Date of Birth
Adults:	None		
Children:	None		

RESTRICTIONS: Are children allowed to rent "R & NR" rated movies? **YES** [✓ **NO**]

RENTAL AGREEMENT: I, the undersigned, do hereby accept the above listed videotape(s), and/or equipment (hereinafter referred to as "video products") for the purpose of use in my home, and agree that in the event any loss, damage, or theft of said products occurs before they are returned, to promptly indemnify, and save harmless the company from all claims or liabilities to all parties for damage or loss to any person(s) or property in any way arising out of or during the use of said video products.

IT IS UNDERSTOOD THAT THESE VIDEO PRODUCTS ARE DUE BACK BY 6:00 PM THE FOLLOWING DAY (EXCLUDING SATURDAY AND SUNDAY RENTALS) AND THAT A LATE CHARGE WILL BE ASSESSED PER TAPE, PER DAY.

IMPORTANT NOTICE: According to state law failure to promptly return property on this contract may result in criminal prosecution. **VIOLATORS WILL BE PROSECUTED.** Applicant also authorizes HITS UNLIMITED to prepare and submit credit card charge slips using any of the above credit cards, to recover any moneys due under the above agreement.

SIGNATURE OF APPLICANT: Marie F. McDonald **DATE:** 1-12-199-

Data Entered By: ____________
Store No.: 5
Membership No: 09023

APPLICATION FOR MEMBERSHIP

Please fill out this form COMPLETELY and return it to one of our salespersons.

Name: Thompson (Last) Debbie (First) (Middle Initial)

Address: P.O. Box 748

City: San Antonio **State:** Texas **Zip Code:** 78249

Home Telephone: (512) 496-4604

Drivers License: State: TX **No:** 10999181 **Exp.:** 8-11-199-

Date of Birth: 8-11-57 **SS No:** 364-12-1012

Credit Card: (Circle One) VISA M/C [✓ AMEX] DISCOVER

Number: 8961-395460-28306 **Expiration:** 9/91

Name (as it appears on card): Debbie Thompson

Work Information:
Employer: Wilson International
Address: 9711 Industrial, San Antonio, TX 78200
Telephone: (512) 733-5147

Additional family members allowed to rent on this account:

	Name	Relationship	Date of Birth
Adults:	Harry Thompson	Husband	5-16-37
	Sue Dell West	Mother	1-29-32
Children:	Jandy Thompson	Daughter	6-17-76

RESTRICTIONS: Are children allowed to rent "R & NR" rated movies? **YES** [✓ **NO**]

RENTAL AGREEMENT: I, the undersigned, do hereby accept the above listed videotape(s), and/or equipment (hereinafter referred to as "video products") for the purpose of use in my home, and agree that in the event any loss, damage, or theft of said products occurs before they are returned, to promptly indemnify, and save harmless the company from all claims or liabilities to all parties for damage or loss to any person(s) or property in any way arising out of or during the use of said video products.

IT IS UNDERSTOOD THAT THESE VIDEO PRODUCTS ARE DUE BACK BY 6:00 PM THE FOLLOWING DAY (EXCLUDING SATURDAY AND SUNDAY RENTALS) AND THAT A LATE CHARGE WILL BE ASSESSED PER TAPE, PER DAY.

IMPORTANT NOTICE: According to state law failure to promptly return property on this contract may result in criminal prosecution. **VIOLATORS WILL BE PROSECUTED.** Applicant also authorizes HITS UNLIMITED to prepare and submit credit card charge slips using any of the above credit cards, to recover any moneys due under the above agreement.

SIGNATURE OF APPLICANT: Debbie Thompson **DATE:** 1/21/199-

Data Entered By:
Store No.: 4
Membership No: 09010

APPLICATION FOR MEMBERSHIP

Please fill out this form COMPLETELY and return it to one of our salespersons.

Name: HAMLIN (Last) LARRY (First) M (Middle Initial)

Address: 2600 S. PARK

City: SAN ANTONIO **State:** TEXAS **Zip Code:** 78200

Home Telephone: (512) 496-2890

Drivers License: State: TEXAS **No:** 04493769 **Exp.:** 1-19-9-

Date of Birth: 6-15-44 **SS No:** 624-86-6769

Credit Card: (Circle One) VISA M/C [✓ AMEX] DISCOVER

Number: 3877 196792 40038 **Expiration:** 09/9-

Name (as it appears on card): LARRY M. HAMLIN

Work Information:
Employer: LATSON PRINTING & OFFICE SUPPLY CO.
Address: 1105 MAIN, SAN ANTONIO, TEXAS 78200
Telephone: (512) 496-2388

Additional family members allowed to rent on this account:

	Name	Relationship	Date of Birth
Adults:	MEREDITH HAMLIN	WIFE	7-23-50
	DISCHA HAMLIN	DAUGHTER	4-3-68
Children:	MARC HAMLIN	SON	1-9-70

RESTRICTIONS: Are children allowed to rent "R & NR" rated movies? **YES NO**

RENTAL AGREEMENT: I, the undersigned, do hereby accept the above listed videotape(s), and/or equipment (hereinafter referred to as "video products") for the purpose of use in my home, and agree that in the event any loss, damage, or theft of said products occurs before they are returned, to promptly indemnify, and save harmless the company from all claims or liabilities to all parties for damage or loss to any person(s) or property in any way arising out of or during the use of said video products.

IT IS UNDERSTOOD THAT THESE VIDEO PRODUCTS ARE DUE BACK BY 6:00 PM THE FOLLOWING DAY (EXCLUDING SATURDAY AND SUNDAY RENTALS) AND THAT A LATE CHARGE WILL BE ASSESSED PER TAPE, PER DAY.

IMPORTANT NOTICE: According to state law failure to promptly return property on this contract may result in criminal prosecution. **VIOLATORS WILL BE PROSECUTED.** Applicant also authorizes HITS UNLIMITED to prepare and submit credit card charge slips using any of the above credit cards, to recover any moneys due under the above agreement.

SIGNATURE OF APPLICANT: Larry Hamlin **DATE:** 1-17-199-

Data Entered By:
Store No.: 10
Membership No: 09101

APPLICATION FOR MEMBERSHIP

Please fill out this form COMPLETELY and return it to one of our salespersons.

Name: Rogers (Last) Chad (First) E. (Middle Initial)

Address: 1314 Main Street

City: San Antonio **State:** Texas **Zip Code:** 78222

Home Telephone: (512) 653-4693

Drivers License: State: Texas **No:** 40613822 **Exp.:** 12/31/9-

Date of Birth: 12/31/31 **SS No:** 422-78-0668

Credit Card: (Circle One) VISA M/C [✓ AMEX] DISCOVER

Number: 2437 235365 21080 **Expiration:** 02/92

Name (as it appears on card): Chad E. Rogers

Work Information:
Employer: Desktop Enterprises
Address: 33 Tower Lane, San Antonio, Texas 78224
Telephone: (512) 496-5120

Additional family members allowed to rent on this account:

	Name	Relationship	Date of Birth
Adults:	Beth	Wife	4/11/38
Children:	Ed	Son	6/21/80

RESTRICTIONS: Are children allowed to rent "R & NR" rated movies? [✓ YES] NO

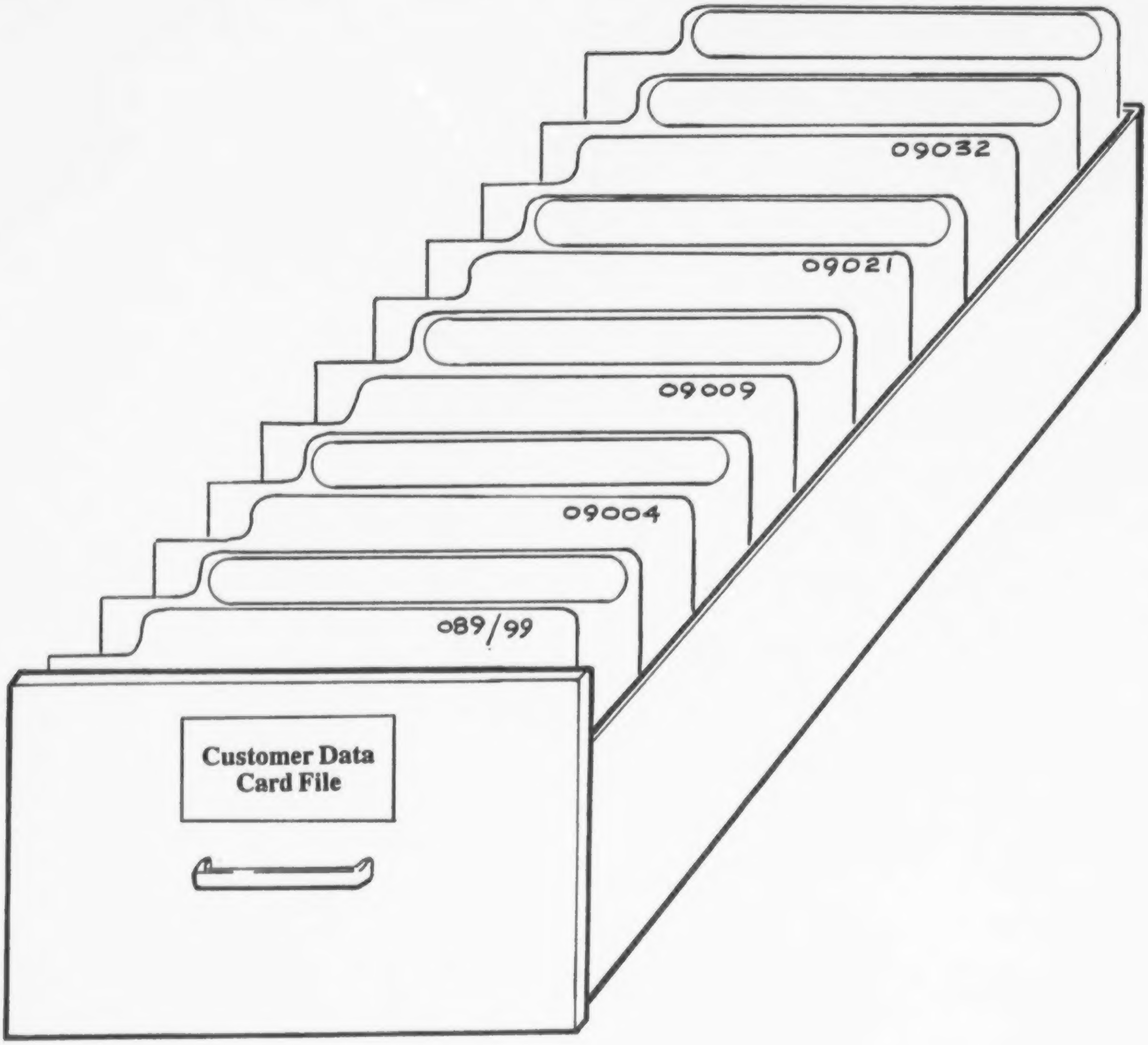
RENTAL AGREEMENT: I, the undersigned, do hereby accept the above listed videotape(s), and/or equipment (hereinafter referred to as "video products") for the purpose of use in my home, and agree that in the event any loss, damage, or theft of said products occurs before they are returned, to promptly indemnify, and save harmless the company from all claims or liabilities to all parties for damage or loss to any person(s) or property in any way arising out of or during the use of said video products.

IT IS UNDERSTOOD THAT THESE VIDEO PRODUCTS ARE DUE BACK BY 6:00 PM THE FOLLOWING DAY (EXCLUDING SATURDAY AND SUNDAY RENTALS) AND THAT A LATE CHARGE WILL BE ASSESSED PER TAPE, PER DAY.

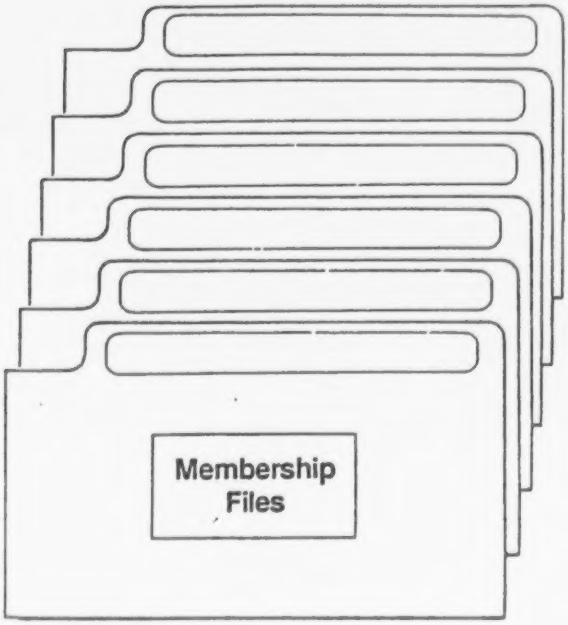
IMPORTANT NOTICE: According to state law failure to promptly return property on this contract may result in criminal prosecution. **VIOLATORS WILL BE PROSECUTED.** Applicant also authorizes HITS UNLIMITED to prepare and submit credit card charge slips using any of the above credit cards, to recover any moneys due under the above agreement.

SIGNATURE OF APPLICANT: Chad E. Rogers **DATE:** January 17, 199-

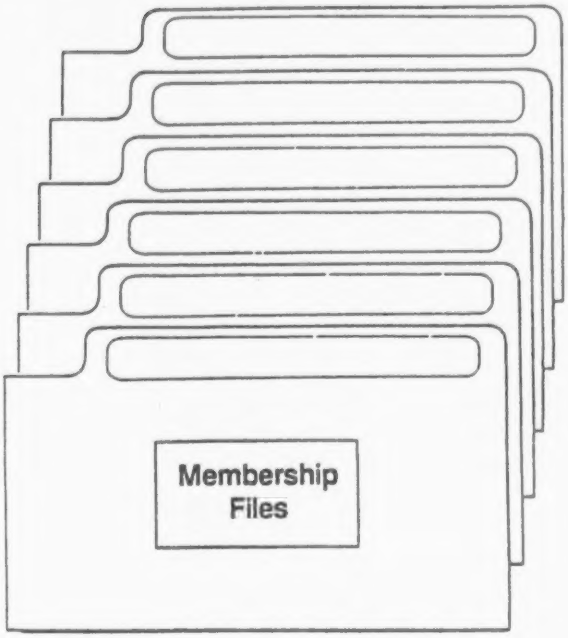
CUSTOMER DATA CARD FILE


09032
09021
09009
09004
089/99
Customer Data Card File

INDEXING ORDER


Membership Files

ALPHABETIC ORDER


Membership Files

MEMBERSHIP RECORDS

File in ____________

File in ____________

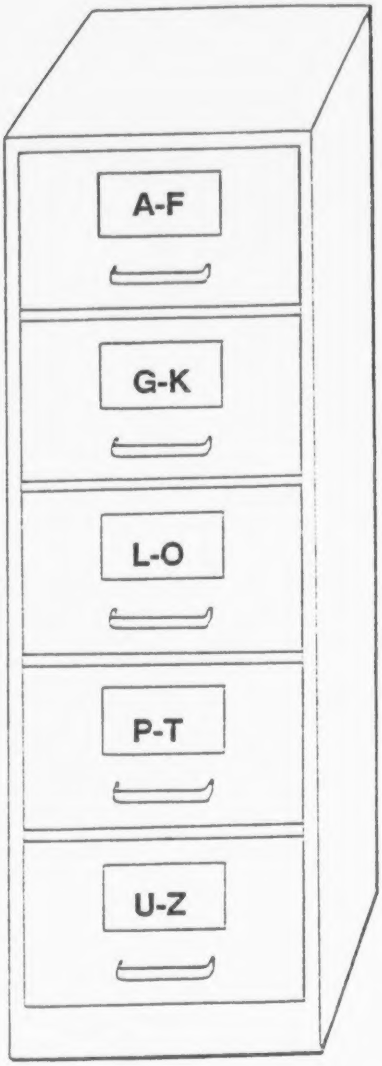
File in ____________

File in ____________

File in ____________

File in ____________

File Drawers



HITS
UNLIMITED

From the desk of E. Platt

To: File Clerk

Date: October 8, 19--

Subject: Integrating Top 10 listing into alphabetic and numeric inventory

We have just received the Top 10 "Pricebuster" Movie Videos for June. Please do the following:

______ 1. Add the new videos to the alphabetic inventory listing.

______ 2. Also, add the new videos to the bar code files. Make sure they are placed in the proper order.

THE TOP TEN "PRICEBUSTER" VIDEO MOVIES

Bar Codes	Titles	Ratings	Categories
317865	Beverly Hills Cop-2	R	Comedy
017099	Lethal Weapon	R	Drama
370239	Platoon	R	Drama/action
709188	Untouchables, The	R	Drama
620660	Good Morning Vietnam	PG	Comedy
475289	Crocodile Dundee-2	R	Comedy
893593	Ernest Goes to Camp	PG	Comedy
802163	Secret of Nimh	PG	Children's
337341	Cinderella	G	Children's
118107	Dead Pool, The	R	Horror

Current Alphabetic Inventory

Bar Codes	Titles	Ratings	Categories
629803	Arabesque	R	Mystery
884024	Archie--Part 3	G	Children's
955200	Chariots of Fire	PG	Drama
850003	Charlie Brown	G	Children's
300601	China Syndrome, The	PG	Drama
108005	Chinobi Ninja	R	War
440016	Die Hard	R	Action
955220	Die Laughing	PG	Comedy
680813	Invisible Kid, The	PG	Comedy
620802	Island--Blue Dolphin	G	Drama

Current Alphabetic Inventory (Cont.)

Bar Codes	Titles	Ratings	Categories
955111	It Lives Again	R	Horror
955381	Madonna	NR	Music
709322	Major League	R	Comedy
333001	Superman	PG	Action
955111	Superman Part II	PG	Action
440047	War Games	PG	Drama
589099	Weekend Warrior	R	Comedy

Current Bar Code Video Listing

Bar Codes	Titles
108005	Chinobi Ninja
300601	China Syndrome, The
333001	Superman
440016	Die Hard
440047	War Games
589099	Weekend Warrior
620802	Island--blue Dolphin
629803	Arabesque
680813	Invisible Kid, The
709322	Major League

Current Bar Code Video Listing (Cont.)

Bar Codes	Titles
850003	Charlie Brown
884024	Archie--Part 3
955110	It Lives Again
955111	Superman Part II
955200	Chariots Of Fire
955220	Die Laughing
955381	Madonna

HITS UNLIMITED

From the desk of E. Platt

To: Data Entry Clerk

Date: October 13, 19--

Subject: Congratulations on your promotion!

We have just purchased a new computer system for this department. Based on your excellent job performance evaluation, you have been promoted to the position of data entry clerk. You will receive a 5% salary increase, effective immediately. This was your surprise!

Your new responsibilities will include entering all customer data, updating files, and maintaining the video inventory by titles, categories, ratings and bar codes. You will also be responsible for printing monthly reports and inventory lists.

Your new position requires you to set up a database system for the records department.

______ 1. Set up the following fields and enter all current membership data:

MEMBERSHIP NO: TELEPHONE NO:

LAST NAME: FIRST NAME: M.I.

ADDRESS:

CITY: STATE: ZIP CODE:

ADDITIONAL FAMILY MEMBERS:

______ 2. Enter the six new customer data cards along with the 16 data cards sent over from Store #2.

______ 3. Make two printouts--by membership number and members names

Store # 2

Customer Data Card

Membership No.: 09056

Name: Crenshaw, Denise R.
Last First Middle Initial

Address: 1403 Bonham

City: San Antonio **State:** TX **Zip Code:** 78215

Telephone No: (Home) (512) 688-0989 (Work) (512) 688-2163

Additional Family Members Allowed to Rent on this Account:

Sherry Crenshaw, David Crenshaw, Joe Perry Crenshaw

Store # 2

Customer Data Card

Membership No.: 09057

Name: Davis, Mica P.
Last First Middle Initial

Address: 1092 Monroe Street

City: San Antonio **State:** TX **Zip Code:** 78249

Telephone No: (Home) (512) 733-6972 (Work) (512) 341-6627

Additional Family Members Allowed to Rent on this Account:

James Davis, Monica Davis, Corrie Davis

Store # 2

Customer Data Card

Membership No.: 09052

Name: Hines, Susan L.
Last First Middle Initial

Address: 432 Dove Lane

City: San Antonio State: TX Zip Code: 78200

Telephone No: (Home) (512) 673-0666 (Work) (512) 681-4520

Additional Family Members Allowed to Rent on this Account:

John M. Hines, Andrew J. Olmstedt

Store # 2

Customer Data Card

Membership No.: 09053

Name: Bellah, Tausha J.
Last First Middle Initial

Address: Route 1, Box 269-1

City: San Antonio State: TX Zip Code: 78249

Telephone No: (Home) (512) 661-5920 (Work) (512) 496-0051

Additional Family Members Allowed to Rent on this Account:

Tyler Bellah

Store # 2

Customer Data Card

Membership No.: 09054

Name: Winthorp, Therman P.
Last First Middle Initial

Address: 925 La Joya

City: San Antonio **State:** TX **Zip Code:** 78249

Telephone No: (Home) (512) 341-9257 (Work) (512) 661-7803

Additional Family Members Allowed to Rent on this Account:

Gertrude Winthorp, Peoria Winthorp

Store # 2

Customer Data Card

Membership No.: 09055

Name: Zalazar, June S.
Last First Middle Initial

Address: 6895 Mockingbird Lane

City: San Antonio **State:** TX **Zip Code:** 78200

Telephone No: (Home) (512) 733-6969 (Work) (512) 733-1111

Additional Family Members Allowed to Rent on this Account:

Julie Zalazar, Alfred Zalazar. Joseph Zalazar, Verlin Zalazar

Store # 2

Customer Data Card

Membership No.: 09058

Name: Clarke, Rosalie M.
Last First Middle Initial

Address: 729 Las Lueklecitas Circle

City: San Antonio State: TX Zip Code: 78249

Telephone No: (Home) (512) 233-1241 (Work) (512) 692-5741

Additional Family Members Allowed to Rent on this Account:

Robert H. Clarke, James Robert Clarke, Shirley Jean Clarke

Store # 2

Customer Data Card

Membership No.: 09059

Name: Mobley, Dana M.
Last First Middle Initial

Address: 9065 Travis Street

City: San Antonio State: TX Zip Code: 78200

Telephone No: (Home) (512) 733-3468 (Work) (512) 341-0128

Additional Family Members Allowed to Rent on this Account:

Spencer Mobley, Mary Ann Mobley, Arthur Mobley

Store # 2

Customer Data Card

Membership No.: 09060

Name: Mahaffey, Misty D.
Last First Middle Initial

Address: 600 North Broadway

City: San Antonio **State:** TX **Zip Code:** 78215

Telephone No: (Home) (512) 733-5926 (Work) (512) 333-5151

Additional Family Members Allowed to Rent on this Account:

Robert Mahaffey, Rose Mahaffey, Jennifer Mahaffey

Store # 2

Customer Data Card

Membership No.: 09061

Name: Peters, Logan C.
Last First Middle Initial

Address: 1439 Lamar Street

City: San Antonio **State:** TX **Zip Code:** 78205

Telephone No: (Home) (512) 233-4761 (Work) (512) 661-1649

Additional Family Members Allowed to Rent on this Account:

Mary Peters, Maxwell Peters, Charles Peters

Store # 2

Customer Data Card

Membership No.: 09015

Name: Casa, Mark S
Last First Middle Initial

Address: 506 LaJoya

City: San Antonio **State:** TX **Zip Code:** 78249

Telephone No: (Home) (512) 696-8125 (Work) (512) 696-1235

Additional Family Members Allowed to Rent on this Account:

Laura Flores, Tim Flores, Maria Casa

Store # 2

Customer Data Card

Membership No.: 09020

Name: Johnson, Cindy D.
Last First Middle Initial

Address: 331 Raven Circle

City: San Antonio **State:** TX **Zip Code:** 78215

Telephone No: (Home) (512) 733-5235 (Work) (512) 333-6759

Additional Family Members Allowed to Rent on this Account:

T. J. Johnson, Billie Johnson, Cathy Johnson

Store # 2

Customer Data Card

Membership No.: 09130

Name: Erickson, Jeff P.
Last First Middle Initial

Address: 8339 Ewing Road

City: San Antonio **State:** TX **Zip Code:** 78200

Telephone No: (Home) (512) 496-3382 (Work) (512) 733-2636

Additional Family Members Allowed to Rent on this Account:

Jennifer Erickson, Ralph Erickson, Dorinda Erickson, Jenna Erickson

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Store # 2

Customer Data Card

Membership No.: 09135

Name: Cintron, Linda
Last First Middle Initial

Address: 2610 Culver Boulevard

City: San Antonio **State:** TX **Zip Code:** 78200

Telephone No: (Home) (512) 661-2596 (Work) (512) 661-2616

Additional Family Members Allowed to Rent on this Account:

Elsie Cornejo, Francisco Cintron, Angela Cornejo

Store # 2

Customer Data Card

Membership No.: 09103

Name: Jackson, Andy G
Last First Middle Initial

Address: 1403 Thoreau Lane

City: San Antonio **State:** TX **Zip Code:** 78215

Telephone No: (Home) (512) 533-7932 (Work) (512) 341-0984

Additional Family Members Allowed to Rent on this Account:

Ruth Jackson, Randy Jackson, Carl Jackson, Sally Jo Jackson

Store # 2

Customer Data Card

Membership No.: 09200

Name: Weers, Tamitha R.
Last First Middle Initial

Address: 149 Trillium Lane

City: San Antonio **State:** TX **Zip Code:** 78213

Telephone No: (Home) (512) 344-1843 (Work) (512) 333-8777

Additional Family Members Allowed to Rent on this Account:

Douglas Weers

HITS UNLIMITED

From the desk of E. Platt

To: Data Entry Clerk

Date: October 17, 19--

Subject: Creating an inventory database

Mr. Reid and I have decided that it would be helpful to have a list of all the videos that we have in stock. Using the inventory sheets to take the data from, complete the following:

______ 1. Use the following fields to create the database.

BAR CODE

TITLE

RATING

CATEGORY

______ 2. Enter all of the inventory records.

______ 3. Add the newly arrived Top 10 "Pricebuster" videos to the current listing.

______ 4. Verify the entries and make any necessary corrections.

______ 5. Prepare a printout by each of the following:

1. Title
2. Rating
3. Category
4. Bar Code

Business Office Clerical/

Business Office Services

Desktop Publishing Simulation

INSTRUCTIONS

This is a simulation prepared for Section III, Units 1 and 3 and Section IV, Unit 2 of the *Business Office Clerical/Business Office Services* curriculum. The simulation should be completed after the study of the reference materials in **Section III: Operating Office Machines and Section IV: Communicating Effectively**. Students should have studied and completed all written work for **Section III: Unit I--Reprographics and Unit III--Computer Applications; Section IV: Unit II--Telephone Skills**. The competency tests following these units should determine whether or not the students are ready for the hands-on simulation.

It is recommended that you use the latest technology available to complete the simulation. You may wish to have students complete this using traditional cut and paste methods first and then have them complete it using the computer and software. When the computer is used your students will need access to a computer, a blank disk for data storage, and a word processing, desktop publishing and graphics software package of your choice. It is assumed that you have already spent time to acquaint the students with both the computer and word processing software programs they will use.

This simulation contains the following activities:

- Logo/Letterhead Design
- Telephone Messages
- Grand Opening Flyer
- Newspaper Ad
- Calendar
- Brochure

SPECIFIC INSTRUCTIONS

1. If integrated software is not available, these projects may be done with the typewriter and any duplicating equipment. If using a typewriter, use different elements to vary the print. You may want to use pressure sensitive letters, stencils, and clip art.

2. For the logo assignment, you could have a contest.

3. Obtain several tri-folded brochures from various businesses, to use as samples for the project.

4. Collect posters from video rental, music, and band instrument stores.

5. Use newspaper and magazine ads about videos and current albums as samples. These could be mounted on posters.

6. The letterhead and brochure may be reproduced on the mimeograph, fluid duplicator, offset, or copy machine. Make sure that both the front and the back are properly reproduced.

7. You might consider using one of these projects for the state graphics contest.

8. For the calendar project, you might let the students visit a video store for information about current releases and the top ten rentals.

Materials Needed:

Word processing software
Graphics software
8 1/2" by 11" plain paper
Cross section (grid) paper
Pencil
Ruler
Scissors
Clear tape
White out

Optional:

Pressure letters
Stencils

Equipment Needed:

Computer
Typewriter
Reproduction equipment

Optional:

Waxer
Light table
Various typing elements
Strip printer
Copy machine
Fluid duplicator
Mimeograph machine
Offset duplicator

ANSWERS

Evaluated to the satisfaction of instructor.

1. Design gains attention, eye appeal.
2. Neatness of design.
3. Design shows imagination, creativity, and originality.
4. Effectiveness (easily understood).
5. Accurate.
6. Consistent spacing between letters and words.
7. Sharpness of design.
8. Make sure all information requested is included.

EVALUATION SHEET

Date Completed	**Project**	**Grade**
________________ Redo Y N Mailable Y N Comments:	**Logo and Letterhead Design** ____ Interest ____ Balance ____ Eye Appeal ____ Originality ____ Correct Information ____ Neatness	______
________________ Redo Y N Mailable Y N Comments:	**Recording Telephone Calls** ____ Correct Information ____ Complete Information ____ Neatness	______
________________ Redo Y N Mailable Y N Comments:	**Announcement** ____ Interest ____ Balance ____ Eye Appeal ____ Originality ____ Text Alignment ____ Correct Information ____ Neatness	______

Student Name ______________________________ Class ________________

BOC/BOS/Simulations
Desktop Publishing Evaluation

Date Completed	**Project**	**Grade**
________________	**Newspaper Ad**	______

Redo Y N
Mailable Y N

_____ Interest
_____ Balance
_____ Eye Appeal
_____ Originality
_____ Text Alignment
_____ Correct Information
_____ Neatness

Comments:

________________ **Calendar** ______

Redo Y N
Mailable Y N

_____ Originality
_____ Correct Information
_____ Neatness

Comments:

________________ **Brochure** ______

Redo Y N
Mailable Y N

_____ Correct Text Alignment
_____ Proofread
_____ Correctly Divided Page
_____ Organization and Format

Comments:

Student Name ______________________________ Class ______________

CONGRATULATIONS on your new job!

You have accepted the position as graphic assistant for **Hits Unlimited**. One of your jobs is to help **Hits Unlimited** attract the public into its various stores throughout the city so they will rent and purchase videos, compact discs and cassettes. Promoting membership in the **Hits Unlimited** Video Club is another one of your major responsibilities.

You will be working for J. Gragg, head of the Graphics Department for **Hits Unlimited**. She is a very creative person and likes to see a lot of creativity in her staff's work. The department is in transition from using traditional methods of producing publicity products to using new technologies to "work smarter, not harder".

HITS
UNLIMITED

From the desk of J. Gragg

To: Graphic Assistant

Date: April 1, 19--

Subject: Logo and Letterhead Design

Please design a new logo and letterhead for **Hits Unlimited** to be considered at the next board meeting.

Be creative in your use of fonts and art.

Make a sample copy on the printer or copier so I can make suggestions before we submit it.

HITS
UNLIMITED

From the desk of J. Lucio

To: Graphic Assistant

Date: April 1, 19--

Subject: Telephone Duties

This is your week to handle the early morning and noon telephone duties. You also need to listen to the answering machine and properly record the messages on telephone forms from the calls we received after and before our regular hours.

Just play the tape back and record the telephone messages that were received during the noon hour. Refer to your Office Procedures Manual for instructions in filling out the forms.

There are two messages on the answering machine. When you replay the messages, you hear the following:

Hi, this is Jeff Jones from AT&T. I would like Mr. Reid to call me back about installing the new telephone systems for **Hits Unlimited**. Please have him call back before 5 p.m. today so we can get the installation scheduled. (512) 886-5555.

This is Robert Anderson, please let Josie Lucio know that I have to reschedule our 1 p.m. appointment tomorrow. Have her call me back this afternoon by 3 p.m. at (512) 343-1212. Thanks.

Message

For ______________________________

From ______________________________

Date ______________ Time ______________

Phone No. ______________________________

Telephoned		Please call	
Called to see you		Will call again	

Message: ______________________________

____

____

____

____

____

Call taken by ______________________________

Message

For ______________________________

From ______________________________

Date ______________ Time ______________

Phone No. ______________________________

Telephoned		Please call	
Called to see you		Will call again	

Message: ______________________________

____

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Call taken by ______________________________

Message

For ______________________________

From ______________________________

Date ______________ Time ______________

Phone No. ______________________________

Telephoned		Please call	
Called to see you		Will call again	

Message: ______________________________

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Call taken by ______________________________

Message

For ______________________________

From ______________________________

Date ______________ Time ______________

Phone No. ______________________________

Telephoned		Please call	
Called to see you		Will call again	

Message: ______________________________

____

____

____

____

____

Call taken by ______________________________

HITS
UNLIMITED

From the desk of J. Gragg

To: Graphic Assistant

Date: April 17, 19--

Subject: Grand Opening Announcement

Congratulations, your logo and letterhead have been selected to replace our current ones. This will be an opportunity to show off the logo. Create an announcement for our Grand Opening-Open House. Make sure the announcement meets the following specifications.

_____ 1. Use a sheet of 8 1/2" by 11" paper folded in half.

_____ 2. On the front side of the fold, place the enlargement of the logo with the appropriate art and wording to indicate the event.

_____ 3. Use appropriate art and a smaller logo inside emphasizing the event.

_____ 4. Select the placement of the art.

_____ 5. Key in the following text using an attractive layout. Center and align the text where it is appropriate.

You are invited to attend the Grand Opening of Hits Unlimited on Saturday and Sunday June 10-11.

Twelve big-screen TVs will feature the hits of the month from 10 a.m. until midnight both days. Special rental fees will be available during this "HIT" weekend. Memberships available at a $5 savings!

Become a member of Hits Unlimited and see the top videos first.

HITS
UNLIMITED

From the desk of J. Gragg

To: Graphic Assistant

Date: April 7, 19--

Subject: Newspaper Ad

We have decided to advertise in our local newspaper. We want an ad created that will attract more people to visit our 15 stores throughout the city. Get the information from the announcement of our Grand Opening you prepared. Make sure you include the following:

____ The business logo

____ The large number and the quality of videos and albums available.

We will use a final ad space size of 4" by 4".

HITS UNLIMITED

From the desk of J. Gragg

To: Graphic Assistant

Date: April 17, 19--

Subject: Monthly Calendar

It is time to design our monthly poster-size video calendar. Look at the sample in the Office Procedure Manual. Make sure you have included the following.

_____ 1. The current video release form of the coming attractions.

_____ 2. The company logo on the calendar.

_____ 3. The dates, months, and year.

_____ 4. In the section for Top-Ten Rentals, fill in the predictions of the most popular video releases.

CALENDAR SAMPLE

NEW RELEASE DATES

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY

TOP TEN RENTALS

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

HITS
UNLIMITED

From the desk of J. Gragg

To: Graphic Assistant

Date: April 21, 19--

Subject: Tri-fold Mailout Brochure

Mr. Reid has decided he would like a tri-fold mailout brochure prepared with one end that is detachable to allow customers to send back their membership forms.

Refer to the Office Procedures Manual for the basic design format but use your imagination for artwork. Refer to the Brochure Information sheet for the information that should be placed in each portion of the brochure.

BROCHURE INFORMATION SHEET

1. Divide your 8 1/2" by 11" page into 3 sections.

2. On the inside page you will have 3 columns that fit into each section using the side as the top of the page. Space the lines as you prefer to make an attractive layout.

1st Column

All of the latest hits!
Open 10 a.m.-midnight.
Drive-up curb drop!
Enjoy the oldies!
Courteous attendants.
See the great stars of the past!
Huge stock--drama, comedy, science fiction, romance, intrigue!

Select your favorites and have a party!

2nd Column

Highlights of Hits!

Batman--Michael Keaton is the caped crusader who fights crime and rescues Kim Basinger from Jack "The Joker" Nicholson.

The Karate Kid III--Ralph Macchio gets a new mentor in this new installment. This is still a great story!

Weekend at Bernie's--Andrew McCarthy and co-worker go to their boss's house for a weekend, and just like a boss, he ruins their fun by turning up--dead.

Die Hard 2--Bruce Willis as John McClane turns in another exciting performance. If you loved the original, you'll love the sequel.

The Little Mermaid--A Walt Disney classic! Make it part of your world! Young and old will enjoy this fairy tale.

INSIDE
Column 3

Membership Application
Name: ____
Home Address: _______________________________________
Home Number: ____________ Work Number: ______________
Employer: _______________ Address: __________________
Credit Card: _____________ Number: __________________
Signature: ____

3. For the cover, you will divide the page into 3 sections.

Column 1:

Magnify the logo

Column 2:

Jim Reid
President

10 a.m. UNTIL MIDNIGHT

341-HITS
15325 San Pedro
San Antonio, Texas 78232

Column 3:

Hits Unlimited
15325 San Pedro
San Antonio, TX 78232

Place postage
in this space

HITS UNLIMITED
MEMBERSHIP
15325 SAN PEDRO
SAN ANTONIO, TX 78232

Business Office Clerical/

Business Office Services

Calculating Machine Simulation

INSTRUCTIONS

This is a simulation prepared for Section III, Unit 2 of the *Business Office Clerical/Business Office Services* curriculum. The simulation should be completed after the study of the reference materials in **Section III: Operating Office Machines**. Students should have studied and completed all written work for **Unit II--Calculating Machines**. The competency tests following this unit should determine whether or not the students are ready for the hands-on simulation.

This simulation requires the use of a calculator. It could also be computed again using spreadsheet software if you had previously taught basic spreadsheet operations.

This simulation contains the following activities:

- Calculating Profit
- Readjusting Profit
- Petty Cash Ledger
- Petty Cash Summary Report
- Payroll
- Sending a FAX Transmittal

If this simulation is completed by using spreadsheet software, you will need to provide data disks. If you have had students set up a spreadsheet before, they should be able to do everything except the more complicated payroll on it. If you have not gone into spreadsheets in depth, but you still would like your students to use the computer to do the simulations, provide templates on the data disk so that all the students will need to do is enter data.

SPECIFIC INSTRUCTIONS

Calculating Profit

Students will be adding, subtracting and multiplying. You could also have them figure the percent of the profit.

Readjusting Profit

If computer equipment is not available, have the students complete the job using the calculator with the new price increases.

Petty Cash Ledger/Petty Cash Summary Report

You may wish to have students fill out daily petty cash vouchers to match the petty cash form (ledger). You will need to provide the petty cash voucher forms.

Reinforce the importance of cross-footing.

Role-play by having employees go to the bookkeeper for money (use classifications on the ledger). The bookkeeper will fill out a petty cash voucher and post the transaction in the ledger. Play money could also be used to reinforce money exchange.

Computing Payroll

You may wish to provide copies of check stubs to show the difference in salaries and deductions.

You may wish to review payroll procedures before begining this activity. Redemonstrate how to use a tax table to find withholding tax.

Facsimile

If a FAX machine is not readily available, there are several alternatives. Have students complete the documents and the cover sheet.

Then:

- arrange for demonstration of the equipment and have the students send their material.
- arrange to have a FAX machine on loan.
- take a field trip and have a demonstration using the students material.

Materials:

Spreadsheet software
Forms

Equipment

Electronic calculator
Computer
FAX machine
(may be on loan)

Profit Earnings Report--Calculator
August 19____

Title	Wholesale Cost		Retail Cost		Number of Copies Sold	Profit	
The Little Mermaid	13	26	18	95	13	73	97
New Kids on the Block	11	95	14	95	7	21	00
Look Who's Talking Too	13	96	19	95	3	17	97
Back tothe Future III	13	96	19	95	4	23	96
Honey I Shrunk the Kids	11	86	16	95	5	25	45
Billy Joel: Storm Front	11	86	16	95	7	35	63
Black Rain	13	96	19	95	4	23	96
Teenage Mutant Ninja Turtles	11	95	14	95	8	24	00
Harlem Nights	11	86	16	95	3	15	27
She-Devil	11	95	14	95	3	9	00
Steel Magnolias	13	96	19	95	4	23	96
Gloria Estefan: Cut Both Ways	11	86	16	95	7	35	63
TOTAL						329	80

ANSWERS

Profit Earnings Report--Spreadsheet

Hits Unlimited

Profit Earnings Report

August 19--

Title	Wholesale Cost	Retail Cost	No. of Copies Sold	Profit
The Little Mermaid	13.26	18.95	13	73.97
New Kids On the Block	11.95	14.95	7	21.00
Look Who's Talking II	13.96	19.95	3	17.97
Back To The Future III	13.96	19.95	4	23.96
Honey I Shrunk The Kids	11.86	16.95	5	25.45
Billy Joel: Storm Front	11.86	16.95	7	35.63
Black Rain	13.96	19.95	4	23.96
Teenage Mutant Ninja Turtles	11.95	14.95	8	24.00
Harlem Nights	11.86	16.95	3	15.27
She-Devil	11.95	14.95	3	9.00
Steel Magnolias	13.96	19.95	4	23.96
Gloria Estefan: Cut Both Ways	11.86	16.95	7	35.63
TOTAL				329.80

Readjusted Profit Earnings Report--Calculator
August 19____

***Reflects $1.50 increase in retail cost.**

Title	Wholesale Cost		Retail Cost		Number of Copies Sold	Profit	
The Little Mermaid	13	26	20	45	13	93	47
New Kids on the Block	11	95	16	45	7	31	50
Look Who's Talking Too	13	96	21	45	3	22	47
Back to the Future III	13	96	21	45	4	29	96
Honey I Shrunk the Kids	11	86	18	45	5	32	95
Billy Joel: Storm Front	11	86	18	45	7	46	13
Black Rain	13	96	21	45	4	29	96
Teenage Mutant Ninja Turtles	11	95	16	45	8	36	00
Harlem Nights	11	86	18	45	3	19	77
She - Devil	11	95	16	45	3	13	50
Steel Magnolias	13	96	21	45	4	29	96
Gloria Estefan: Cut Both Ways	11	86	18	45	7	46	13
TOTAL						431	80

Readjusted Profit Earnings Report--Spreadsheet

Hits Unlimited

Profit Earnings Report

August 19--

***Reflects $1.50 increase in retail cost.**

Title	Wholesale Cost	Retail Cost	No. of Copies Sold	Profit
The Little Mermaid	13.26	20.45	13	93.47
New Kids On the Block	11.95	16.45	7	31.50
Look Who's Talking II	13.96	21.45	3	22.47
Back To The Future III	13.96	21.45	4	29.96
Honey I Shrunk The Kids	11.86	18.45	5	32.95
Billy Joel: Storm Front	11.86	18.45	7	46.13
Black Rain	13.96	21.45	4	29.96
Teenage Mutant Ninja Turtles	11.95	16.45	8	36.00
Harlem Nights	11.86	18.45	3	19.77
She-Devil	11.95	16.45	3	13.50
Steel Magnolias	13.96	21.45	4	29.96
Gloria Estefan: Cut Both Ways	11.86	18.45	7	46.13
TOTAL				431.80

Petty Cash Ledger

Date	Office Expense		Advertising Expense		Delivery Expense		Misc. Expense		Daily Total	
8/1	4	40			2	50	7	50	14	40
8/2			13	50					13	50
8/3	6	20						75	6	95
8/6	1	75					12	16	13	91
8/7	5	75			2	25			8	00
8/8	2	49					2	50	4	99
8/9			11	00					11	00
8/12	1	38			1	80	1	75	4	93
8/13	2	70							2	70
8/14					1	25	3	00	4	25
8/17	5	12			1	25	3	00	9	37
8/18	4	35							4	35
8/19	3	75					1	98	5	73
8/21			7	00			1	15	8	15
8/22					1	30			1	30
8/23	1	49						75	2	24
8/26	1	35			2	25	1	15	4	75
8/27	2	50						69	3	19
8/28	2	75							2	75
8/29			3	00	2	25			5	25
8/30	3	00					12	40	15	40
Monthly Total	48	98	34	50	14	85	48	78	147	11

Petty Cash Summary Report

HITS UNLIMITED

PETTY CASH SUMMARY REPORT

August 19--

Office Expenses	$48.98	
Advertising Expenses	34.50	
Delivery Expenses	14.85	
Miscellaneous Expenses	48.78	
Total Petty Cash		$147.11
Plus Cash On Hand		52.89
Total Petty Cash Fund		$200.00

Payroll Worksheet

Name	Hourly Wage	Reg. Hrs.	Regular Wages	Overtime Formulas	OT Hrs.	Overtime Pay	Gross Pay
Allyn, A. J.	10.00	40	400.00	10.00 x 1.5	x 6 =	90.00	490.00
Berg, A. D.	5.30	36	190.80				190.80
Coleman, G.	4.85	40	194.00				194.00
Denker, P. A.	10.00	40	400.00				400.00
Evans, M. D.	5.85	38	222.30				222.30
Freeman, P. C.	6.00	35	215.25				215.25
Gould, W. A.	8.50	40	340.00	8.50 x 1.5	x 4 =	51.00	391.00
Harding, H. W.	6.15	38	233.70				233.70
Jenkins, C. L.	5.75	39	224.25				224.25
Monroe, M. J.	6.00	40	240.00	6.00 x 1.5	x 3 =	27.00	267.00
Pits, P. M.	6.50	40	260.00	6.50 x 1.5	x 6 =	54.50	318.50
Sanderson, D. T.	15.00	16	240.00				240.00

Weekly Payroll Summary

Employee Name	Marital Status	No. Dep.	Gross Pay		Deductions								Net Pay	
					Fed. Tax		FICA		Misc.		Total Ded.			
Allyn, A. J.	S	1	490	00	116	10	32	59	50	00	198	69	291	31
Berg, A. D.	S	0	190	80	31	00	12	64	10	00	53	64	137	16
Coleman, G.	S	0	194	00	31	00	12	90			43	49	150	10
Denker, P. A.	S	1	400	00	87	30	28	60	25	00	140	90	259	10
Evans, M. D.	S	0	222	30	38	80	14	78			53	58	168	72
Freeman, P. C.	S	0	215	25	36	20	14	31	25	00	75	51	139	74
Gould, W. A.	M	2	391	00	77	30	26	00	50	00	153	30	237	70
Harding, H. W.	S	0	233	70	41	40	15	54			56	94	176	76
Jenkins, C. L.	S	0	224	25	38	80	14	91			53	71	170	54
Monroe, M. J.	S	4	267	00	29	60	17	76	15	00	62	36	204	64
Pitts, P. M.	S	0	318	50	63	80	21	18	20	00	104	98	213	52
Sanderson, D. F.	M	2	240	00	26	40	15	96	60	00	102	36	137	64
TOTAL			3386	80	617	70	227	17	255	00	1099	87	2286	93

FAX Cover Sheet for Readjusted Profit Report

HITS
UNLIMITED

TO: Mr. Jim Reid, President
Hits Unlimited
Orlando, Florida

FAX Machine #: (904) 555-1313

FROM: Josie Lucio
Communications Specialist
Administrative Department

FAX Machine #: (512) 342-7923

Total number of pages including cover sheet: 2

Comments: Hope you are having a good vacation! Don't work too hard!

EVALUATION SHEET

Date Completed	Project	Grade
________________	**Calculating Profit**	______

Redo Y N
____ Procedures Correct
____ Calculations Correct
____ Totals Correct
Mailable Y N
____ Neatness

Comments:

Date Completed	Project	Grade
________________	**Readjusting Profit**	______

Redo Y N
____ Procedures Correct
____ Refigured Correctly
Mailable Y N
____ Totals Correct
____ Neatness

Comments:

Date Completed	Project	Grade
________________	**Petty Cash Ledger**	______

Redo Y N
____ Totaled Monthly Columns Correctly
____ Totaled Daily Columns Correctly
____ Monthly & Daily Totals Equal
Mailable Y N
____ Neatness

Comments:

Student Name ______________________________ Class ________________

Calculating Machine Evaluation Sheet

Date Completed	Project	Grade
________________	**Petty Cash Summary Report**	______
Redo Y N Mailable Y N Comments:	____ Amount Put in Proper Place on Form ____ Typed on Proper Place ____ Neatness	
________________	**Weekly Payroll Summary**	______
Redo Y N Mailable Y N Comments:	____ Each Employee's Deductions Totaled ____ Each Employee's Net Pay Figured Correctly ____ Payroll Summary Totals Figured Correctly ____ Neatness	
________________	**FAX of Readjusted Profit**	______
Redo Y N Mailable Y N Comments:	____ Cover sheet made out ____ FAX sent ____ Neatness	

Student Name ______________________________ Class ______________

CONGRATULATIONS! Welcome to the Accounting Department!

Ms. Stephens recommended you for a promotion to an accounting clerk in the Accounting Department and you have just been notified you have the job. Your responsibilities will be working with sales records, petty cash, and payroll. Your reports will be due at the end of each month. Unfortunately it is the end of the month now and you are going to have to prepare the reports.

Ms. Shell is your supervisor. She works for Mr. Video, head of the Accounting Department. Mr. Video is a perfectionist; therefore, Ms. Shell requests that you be very careful with your work and always check it for accuracy.

HITS UNLIMITED

From the desk of B. Shell

To: Accounting Clerk

Date: August 29, 19--

Subject: Calculating Profit--using a calculator

Mr. Video is anxious to receive the Profit Earnings Report to see how successful the business was in the month of August. Please do the following with the Profit Earnings Report form:

_______ 1. Calculate the profit earned for each individual tape.

Retail Cost - Wholesale Cost = Profit (for 1 tape)

_______ 2. Calculate the profit for each title:

Profit x No. of Copies Sold = Profit (for 1 tape)

_______ 3. Total the profit for all tapes sold.

_______ 4. Recheck your calculations.

Profit Earnings Report
August 19____

Title	Wholesale Cost		Retail Cost		Number of Copies Sold	Profit	
The Little Mermaid	13	26	18	95	13		
New Kids on the Block	11	95	14	95	7		
Look Who's Talking Too	13	96	19	95	3		
Back to the Future III	13	96	19	95	4		
Honey I Shrunk the Kids	11	86	16	95	5		
Billy Joel: Storm Front	11	86	16	95	7		
Black Rain	13	96	19	95	4		
Teenage Mutant Ninja Turtles	11	95	14	95	8		
Harlem Nights	11	86	16	95	3		
She-Devil	11	95	14	95	3		
Steel Magnolias	13	96	19	95	4		
Gloria Estefan: Cut Both Ways	11	86	16	95	7		
TOTAL							

HITS UNLIMITED

From the desk of B. Shell

To: Accounting Clerk

Date: August 29, 19--

Subject: Calculating Profit--using spreadsheet software

Mr. Video is anxious to receive the Profit Earnings Report to see how successful the business was in the month of August. Please do the following with the Profit Earnings Report form:

_______ 1. Create a spreadsheet using the labels provided on the handwritten copy of the Profit Earnings Report.

_______ 2. Enter the data from the handwritten Profit Earnings Report to the proper columns in the spreadsheet.

_______ 3. Create (or obtain from your supervisor) the formula for totaling the columns.

_______ 4. Create (or obtain from your supervisor) the formula for calculating the total Profit.

_______ 5. Print the spreadsheet.

HITS
UNLIMITED

From the desk of B. Shell

To: Accounting Clerk

Date: August 29, 19--

Subject: Readjusting Profit--using a calculator

Mr. Video has just been notified that Mr. Reid has just agreed to computerize the company. This means that we will be putting all the store's records on computers. However, due to the expense of purchasing this equipment, it will be necessary to increase the retail price of all videos $1.50. Although this will be time consuming, once the system is set up and working, it will make everyone's job easier.

_______ 1. Using a blank Profit Earning Report, copy the data from the title, wholesale cost, and number of copies sold columns onto the new Profit Earnings Report form.

_______ 2. Add $1.50 to each price in the retail cost column.

_______ 3. Calculate the new profit on each video tape.

_______ 4. Refigure the new total profit, the profit should increase by $102.

Profit Earnings Report
August 19____

***Reflects $1.50 increase in retail cost.**

Title	Wholesale Cost		Retail Cost		Number of Copies Sold	Profit	
TOTAL							

HITS UNLIMITED

From the desk of B. Shell

To: Accounting Clerk

Date: August 29, 19--

Subject: Readjusting Profit--using spreadsheet software

Mr. Video has just been notified that Mr. Reid has just agreed to computerize the company. This means that we will be putting all the store's records on computers. However, due to the expense of purchasing this equipment, it will be necessary to increase the retail price of all videos $1.50. Although this will be time consuming, once the system is set up and working, it will make everyone's job easier.

_______ 1. Using the spreadsheet you created earlier to figure the profit, enter the new information from the Profit Earnings Report that reflects the increased prices.

_______ 2. Check your formulas to make sure they do not need to be adjusted to reflect the new price.

_______ 3. The spreadsheet will automatically recalculate the profit.

_______ 4. Print the report and take a copy of it to Mr. Video.

HITS
UNLIMITED

From the desk of B. Shell

To: Accounting Clerk

Date: August 30, 19--

Subject: Petty Cash Ledger

You are in charge of the petty cash fund for Hits Unlimited. You are given $200 for the fund and must account for all money spent. Please total the petty cash ledger for August to obtain the daily and monthly totals.

_______ 1. Calculate all of the columns on the petty cash ledger.

_______ 2. You have $52.89 left in the petty cash fund; therefore, you must have spent _____________.

($200 - 52.89 = _____________)

This should be what you calculated as a Monthly Total for the Daily Total column.

_______ 3. Be sure to check your work!

Petty Cash Ledger

Date	Office Expense		Advertising Expense		Delivery Expense		Misc. Expense		Daily Total	
8/1	4	40			2	50	7	50		
8/2			13	50						
8/3	6	20						75		
8/6	1	75					12	16		
8/7	5	75			2	25				
8/8	2	49					2	50		
8/9			11	00						
8/12	1	38			1	80	1	75		
8/13	2	70								
8/14					1	25	3	00		
8/17	5	12			1	25	3	00		
8/18	4	35								
8/19	3	75					1	98		
8/21			7	00			1	15		
8/22					1	30				
8/23	1	49						75		
8/26	1	35			2	25	1	15		
8/27	2	50						69		
8/28	2	75								
8/29			3	00	2	25				
8/30	3	00					12	40		
Monthly Total										

HITS UNLIMITED

From the desk of B. Shell

To: Accounting Clerk

Date: August 31, 19--

Subject: Petty Cash Summary Report

Mr. Video requires that a Petty Cash Summary Report be prepared at the end of each month to account for how the petty cash money was spent. Please do the following:

_______ 1. Take your petty cash totals from the ledger columns and key in the numbers in the appropriate places on the Petty Cash Summary Report.

_______ 2. Verify the cash on hand.

_______ 3. Proof your numbers; it should add up to $200.

HITS UNLIMITED

PETTY CASH SUMMARY REPORT

August 19--

Office Expenses	$	
Advertising Expenses		
Delivery Expenses		
Miscellaneous Expenses		
Total Petty Cash		$
Plus Cash On Hand		
Total Petty Cash Fund		$200.00

HITS UNLIMITED

From the desk of B. Shell

To: Accounting Clerk
Date: August 31, 19--
Subject: Payroll

Please calculate the payroll.

_______ 1. Use the Payroll Worksheet to figure Gross Pay.

_______ 2. Carefully transfer the numbers from the Gross Pay column of the Payroll Worksheet to the Gross Pay column on the Weekly Payroll Summary.

_______ 3. Recheck that all amounts in the Gross Pay column of the Weekly Payroll Summary are correct.

_______ 4. To find the Federal Tax, take the gross pay for each employee and find it on the left column of the Income Tax Withholding Table. Check to see if the employee is single or married and how many dependents he/she has. Move to the right until you find the proper column.

A. J. Allyn's Federal Tax should be $116.10.
W. A.Gould's Federal Tax should be $26.00.

_______ 5. Total the dedutions for each employee.

Federal Tax + FICA + Miscellaneous = Total Deduction

_______ 6. Total the following columns

A. Federal Tax
B. FICA
C. Miscellaneous
D. Total Deductions

Then add the total for A,B, and C. This total should be equal to D.

_______ 7. Calculate the Net Pay for each employee

Gross Pay - Total Deductions = Net Pay

_______ 8. Total the following columns

A. Gross Pay
B. Net Pay

_______ 9. To check to make sure the totals are correct, use the following formula:

Gross Pay Total - Total Deductions = Total Net Pay

Payroll Worksheet

Name	Hourly Wage	Reg. Hrs.	Regular Wages	Overtime Formulas	OT Hrs.	Overtime Pay	Gross Pay
Allyn, A. J.	10.00	40		10.00 x 1.5	x 6 =		
Berg, A. D.	5.30	36					
Coleman, G.	4.85	40					
Denker, P. A.	10.00	40					
Evans, M. D.	5.85	38					
Freeman, P. C.	6.00	35					
Gould, W. A.	8.50	40		8.50 x 1.5	x 4 =		
Harding, H. W.	6.15	38					
Jenkins, C. L.	5.75	39					
Monroe, M. J.	6.00	40		6.00 x 1.5	x 3 =		
Pits, P. M.	6.50	40		6.50 x 1.5	x 6 =		
Sanderson, D. T.	15.00	16					

Weekly Payroll Summary

Employee Name	Marital Status	No. Dep.	Gross Pay	Deductions				Net Pay
				Fed. Tax	FICA	Misc.	Total Ded.	
Allyn, A. J.	S	1			32 59	50 00		
Berg, A. D.	S	0			12 64	10 00		
Coleman, G.	S	0			12 90			
Denker, P. A.	S	1			28 60	25 00		
Evans, M. D.	S	0			14 78			
Freeman, P. C.	S	0			14 31	25 00		
Gould, W. A.	M	2			26 00	50 00		
Harding, H. W.	S	0			15 54			
Jenkins, C. L.	S	0			14 91			
Monroe, M. J.	S	4			17 76	15 00		
Pitts, P. M.	S	0			21 18	20 00		
Sanderson, D. F.	M	2			15 96	60 00		
TOTAL								

INCOME TAX WITHHOLDING TABLE

EXEMPTIONS →	0		1		2		3		4	
WEEKLY WAGES (At least – But less than)	Federal		Federal		Federal		Federal		Federal	
	M	S	M	S	M	S	M	S	M	S
$180–190	22.60	28.90	19.10	24.90	15.60	20.90	12.20	16.90	9.30	13.50
190–200	24.40	31.00	20.90	27.00	17.40	23.00	14.00	18.90	10.80	15.30
200–210	26.20	33.60	22.70	29.10	19.20	25.10	15.80	21.00	12.30	17.10
210–220	28.10	36.20	24.50	31.20	21.00	27.20	17.60	23.10	14.10	19.10
220–230	30.20	38.80	26.30	33.80	22.80	29.30	19.40	25.20	15.90	21.20
230–240	32.30	41.40	28.30	36.40	24.60	31.40	21.20	27.30	17.70	23.30
240–250	34.40	44.00	30.40	39.00	26.40	34.00	23.00	29.40	19.50	25.40
250–260	36.50	46.60	32.50	41.60	28.50	36.60	24.80	31.60	21.30	27.50
260–270	38.60	49.20	34.60	44.20	30.60	39.20	26.60	34.20	23.10	29.60
310–320	49.90	63.80	45.30	58.10	41.10	52.30	37.00	47.20	33.00	42.20
320–330	52.30	66.80	47.70	61.10	43.20	55.30	39.10	49.80	35.10	44.80
330–340	54.70	70.00	50.10	64.10	45.50	58.30	41.20	52.50	37.20	47.40
340–350	57.10	73.40	52.50	67.10	47.90	61.30	43.30	55.50	39.30	50.00
350–360	59.50	76.80	54.90	70.30	50.30	64.30	45.70	58.50	41.40	52.80
360–370	61.90	80.20	57.30	73.70	52.70	67.30	48.10	61.50	43.50	55.80
370–380	64.60	83.60	59.70	77.10	55.10	70.50	50.50	64.50	45.90	58.80
380–390	67.40	87.00	62.10	80.50	57.50	73.90	52.90	67.50	48.30	61.80
390–400	70.20	90.40	64.80	83.90	59.90	77.30	55.30	70.80	50.70	64.80
400–410	73.00	93.80	67.60	87.30	62.30	80.70	57.70	74.20	53.10	67.80
460–470	90.20	115.80	84.40	108.30	79.00	101.10	73.60	94.60	68.20	88.10
470–480	93.40	119.70	87.30	112.20	81.80	104.70	76.40	98.00	71.00	91.50
480–490	96.60	123.60	90.50	116.10	84.60	108.60	79.20	101.40	73.80	94.90

HITS
UNLIMITED

From the desk of J. Lucio

To: Accounting Clerk

Date: September 1, 19--

Subject: FAX of Readjusted Profit Report

I have just received a FAX from Mr. Reid who is on vacation. He would like a copy of the Readjusted Profit Report. Please do the following:

_____ 1. Make a copy of the Readjusted Profit Report.

_____ 2. Prepare a FAX, cover sheet. See example in the Office Procedures Manual.

_____ 3. Send FAX to:

Mr. Jim Reid, President
Hits Unlimited
Orlando, Florida
(904)555-1313--Fax No.

_____ 4. Send the FAX from me:

Josie Lucio
Communications Specialist
Administrative Department
(512)342-7923--FAX No.

_____ 5. Count the number of sheets--there should be two including the cover sheet.

_____ 6. Add these comments:

Hope you are having a good vaction!
Don't work too hard!

Please remain on standby to receive a copy of the report with Mr. Reid's suggestions or OK. I will remain on call for any questions Mr. Reid might have of me.

**HITS
UNLIMITED**

TO: ______________________________

____

____

FAX Machine #: (   ) ____________________

FROM: ______________________________

____

______________________________Department

FAX Machine #: (   ) ____________________

Total number of pages including cover sheet: __________

Comments: ______________________________

____

____

Business Office Clerical/

Business Office Services

Written Communication Simulation

INSTRUCTIONS

This is a simulation prepared for Section IV, Units 1, 3, and 4 of the *Business Office Clerical/Business Office Services* curriculum. The simulation should be completed after the study of the reference materials in **Section IV: Communicating Effectively**. Students should have studied and completed all written work for **Unit III--Written Communication Skills** and **Unit IV--Lanuage Usage Skills.** The competency tests following these units should determine whether or not the students are ready for the hands-on simulation.

This simulation may be completed by using either a typewriter or a computer. However, it is preferred that this simulation be performed on a microcomputer system. Your students will need access to a microcomputer, a blank disk for data storage, and a word processing software package of your choice. It is assumed that you have spent time to acquaint the students with both the computer and word processing software that they will use.

This simulation contains the following opportunities to compose communications:

- Letter of Request
- Positive Response
- Letter of Goodwill
- Negative Response
- Memo
- Report
- Telephone Call Planning Form

SPECIFIC INSTRUCTIONS

1. Provide the student with the information for preparing company communication.

2. Ask for video and CD posters and brochures at the local video stores to be used in the classroom.

3. Make resource material, a dictionary, and a thesaurus available both in book and software form.

4. The movie *The Little Mermaid* is available for a nominal rental fee. This movie may be shown to small groups as they complete their work. Although it is another assignment, it may be used as an incentive for students who complete their work correctly. The sooner they do it right, the sooner they will get to see the movie.

5. It is suggested that you grade for content and format on Job 1 before returning it to the student for grammatical and spelling corrections.

6. It is suggested that each document receive two grades at two separate times. Documents first should be graded just for format and content. Then they should be graded for grammar, punctuation and spelling.

SUGGESTED GRADING PROCEDURE

	Points
Content	60
Format	40
Grammar	40
Punctuation	30
Spelling	30

Materials Needed:

Plain paper
Letterhead
Memo form
#10 Envelopes
Interoffice envelope
Video posters and brochures
Video of *The Little Mermaid*
Correction materials
Word processing software

Equipment Needed:

Typewriter
Computer

ANSWERS

Evaluated to the satisfaction of the instructor.

HITS UNLIMITED

5278 San Pedro • San Antonio, TX 78232 • (512)342-HITS

HITS UNLIMITED

MEMO

TO:

FROM:

DATE:

SUBJECT:

EVALUATION SHEET

Date Completed	Project	Grade

_______________ **Letter of Request** _______

Redo Y N
Mailable Y N

_____ Content _______
_____ Format

_____ Grammar _______
_____ Punctuation
_____ Spelling

Comments:

_______________ **Letter of Positive Response** _______

Redo Y N
Mailable Y N

_____ Content _______
_____ Format

_____ Grammar _______
_____ Punctuation
_____ Spelling

Comments:

_______________ **Letter of Goodwill** _______

Redo Y N
Mailable Y N

_____ Content _______
_____ Format

_____ Grammar _______
_____ Punctuation
_____ Spelling

Comments:

Student Name ______________________________ Class _______________

BOC/BOS/Simulations
Written Communication Evaluation

Date Completed	**Project**	**Grade**
________	**Letter of Negative Response**	______
Redo Y N	____ Content ____ Format	______
Mailable Y N		
	____ Grammar ____ Punctuation ____ Spelling	______
Comments:		
________	**Memo**	______
Redo Y N	____ Content ____ Format	______
Mailable Y N		
	____ Grammar ____ Punctuation ____ Spelling	______
Comments:		
________	**Report**	______
Redo Y N	____ Content ____ Format	______
Mailable Y N		
	____ Grammar ____ Punctuation ____ Spelling	______
Comments:		

Student Name ______________________________ Class ______________

CONGRATULATIONS! You have been selected from several applicants to be Mr. Reid's document composition clerk. Your duties will be to compose letters and other documents for Hits Unlimited. You were selected because of your communication skills. Your beginning salary will be $18,500 a year with performance reviews every six months.

Ms. Lee will be your direct supervisor for the first review period which is your training period. She is a real taskmaster so you know you will work hard but be well trained.

HITS
UNLIMITED

From the desk of B. Lee

To: Document Composition Clerk

Date: April 24, 19--

Subject: Letter of Negative Response

Please send a letter to "2 Live Crew" at 2514 Hollywood Boulevard, Hollywood, CA 90015, denying their request for Hits Unlimited to stock their albums and videos. Use tact in explaining our company policy and thank them for their interest in our company.

Check the policy statement in Office Procedures manual. You may wish to quote it.

HITS
UNLIMITED

From the desk of B. Lee

To: Document Composition Clerk

Date: April 1, 19--

Subject: Letter of Request

Please write a letter for Mr. Reid to Donny Wahlberg, who is a good friend of his, requesting that the New Kids on the Block appear at the San Antonio Grand Opening of Hits Unlimited on June 10. Request that he respond by May 1. Send the letter Special Delivery--make sure it is properly noted on the letter.

Mr. Wahlberg's address is 14140 North Bayside, Los Angeles, CA 90035.

Make sure that you proofread the letter before submitting it to Mr. Lee for his approval.

HITS UNLIMITED

From the desk of B. Lee

To: Document Composition Clerk

Date: April 13, 19--

Subject: Letter of Positive Response

Compose a letter from me to Ms. Sherry Platt, the Pep Squad sponsor at R. E. Lee High School. Tell her we would be happy to provide 50 compact discs for the fund raiser dance for Project Graduation. It is an honor to be selected to participate in the "Partners in Education" program.

Write to Ms. Platt at R. E. Lee High School, 1400 Jackson Keller, San Antonio, TX 78213.

HITS UNLIMITED

From the desk of B. Lee

To: Document Composition Clerk

Date: April 13, 19--

Subject: Mailable Letters

You have been doing an excellent job in this position. I am very pleased with your work. We want our company to always make a good impression; therefore, please recheck your letter to Mr. Wahlberg. Perhaps you turned in the scratch copy instead of the original. As soon as you have made the corrections, return it to me for signature.

HITS UNLIMITED

From the desk of B. Lee

To: Document Composition Clerk

Date: April 23, 19--

Subject: Letter of Goodwill

Compose a goodwill letter from Mr. Reid expressing appreciation to Donny Wahlberg and the "Other Kids" for rearranging their schedule to appear at our Grand Opening. Let them know that we will be supplying them with top-notch security and lots of publicity. Also thank them for confirming their appearance so quickly.

Use the same address that you used for Donny Wahlberg in your April 1 letter. Again, make sure that you proofread your letter.

HITS
UNLIMITED

From the desk of B. Lee

To: Document Composition Clerk

Date: May 1, 19--

Subject: Memo

Congratulations! I am very pleased with your work. You have improved a lot over the last month. You know what is expected. You no longer need to have your letters approved by me before you key in the final copy. Your ability to recognize and correct grammatical and spelling errors is very good--I guess your suggestion to purchase that spell-checking, grammar checking, and thesaurus package was a good investment.

Send a memo TO: All Employees; FROM: Mr. Reid; SUBJECT: CONGRATULATIONS!

Thank and compliment the employees on the outstanding job that everyone has done toward making the first month of Hits Unlimited a real success. This month each employee will receive a bonus included in their paycheck in proportion to their position.

HITS
UNLIMITED

From the desk of B. Lee

To: Document Composition Clerk

Date: May 1, 19--

Subject: Report

View and prepare a report of the video *The Little Mermaid*. The report is to be sent to Mr. Donald D. Disney of Disney Studios and Ms. Sue Smith of MCV, Inc. Use the Video Notes form for taking notes during the viewing. Key in the report, proofread and make corrections. Include the following items in your report:

1. **Color**--Is it clear, realistic and pleasing to the eye?
2. **Animation**--Is it artistic?
3. **Voices**--Do they fit the character? Are they pleasing to the ear?
4. **Audience**--Does it appeal to children and teens? Does it appeal to adults?
5. **Message**--What messages did you get from the story?
6. **Length**--Was the movie too long? Too short?
7. Using a scale of 1-5, with 5 being the best, how would you rate this film?

VIDEO REVIEW NOTES FOR:

Color

Animation

Voices

Audience

Message

Length

Using a scale of 1-5, with 5 being the best, how would you rate this movie.

1 2 3 4 5

HITS UNLIMITED

From the desk of B. Reid

To: Document Composition Clerk

Date: May 1, 19--

Subject: Letter to S. Platt

Please help me get the right wording for a rough situation. Using our Telephone Call Planning Form, write out a basic script to Ms. Platt for my response. I have to let her know we are unable to provide the CDs for Project Graduation.

Right now, I don't have anything to donate. However, I am sure by the time the event comes up I can find something.

TELEPHONE CALL PLANNING FORM

TO:

PHONE NO:

FROM:

SITUATION:

MESSAGE:

HITS
UNLIMITED

Office Procedures
Manual

INTRODUCTION TO THE COMPANY

Welcome to **Hits Unlimited**--San Antonio's newest and largest rental/retail outlet of the hottest videos, tapes and CDs. **Hits Unlimited** has 15 mega stores located throughout the San Antonio metroplex.

Because our company is new, each new office employee and store manager is issued an Office Procedures Manual. It is loose leaf so that as new policies and procedures develop they may be easily added.

COMPANY POLICY

It is the policy of **Hits Unlimited** to not stock or endorse the CD or Video of any single performer or group whose music or performance contains, as determined by the management, obscene words, gestures or costumes. It is our belief that this type of entertainment is not what our customers enjoy nor wish to purchase.

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PERSONNEL DIRECTORY

President	**Jim Reid**
Administrative Assistant	Billie Lee
Communications Specialist	Josie Lucio
Department Heads	
Accounting	John Video
Supervisor	Bernice Shell
Graphics	Joyce Gragg
Records Management	Elizabeth Platt
Word Processing	Sherry Stephens

Hits Unlimited Store Managers E-Mail Numbers

Store #1	Jeff Greene	451-5555
Store #2	Arnold Cintron	342-7979
Store #3	Juanita Garcia	886-8989
Store #4	Linda Baron	451-2539
Store #5	James Patterson	451-7156
Store #6	Ludonna Enrique	342-8181
Store #7	Bob Hall	886-9562
Store #8	Jasmine Jones	886-5124
Store #9	Huberto Cook	451-8234
Store #10	Andy Draheim	342-9911
Store #11	Jean McLane	342-2425
Store #12	Becka Erickson	451-2020
Store #13	Eric Aarnink	451-9080
Store #14	Jesus Flores	342-4040
Store #15	Kate Nelson	342-5147

DOCUMENT FORMATS

BASIC LETTER PARTS/BLOCKED FORMAT

HITS
UNLIMITED

5278 San Pedro • San Antonio, TX 78232 • (512)342-HITS

DATE	May 10, 19--
INSIDE ADDRESS	Mr. John Gonzales MGM Records 445 East Lake Los Angeles, CA 98051
SALUTATION	Dear Mr. Gonzales:
BODY	All of us at Hits Unlimited are delighted that you chose to supply us with videos for our new store. Kevin Peterson, one of our salesmen, told me this morning how much he enjoyed meeting with you. We believe you will be pleased with our company's marketing concept and we want to let you know that we have just begun. We have started expanding our company to Dallas, Houston, Corpus Christi, and Fort Worth in Texas. In addition, our overall plan includes expansion into Oklahoma, Louisiana, Arkansas, and New Mexico by the end of next year. Thank you again for your cooperation.
COMPLIMENTARY CLOSING	Sincerely,
SIGNATURE LINES	Jim Reid President
REFERENCE INITIALS	ss

MEMO

HITS
UNLIMITED

MEMO

TO: Managers

FROM: J. M. Rose, Director of Security

DATE: February 21, 19--

SUBJECT: Fire Safety

The safety committee will sponsor a seminar on Tuesday, March 1, at 2 p.m. in the Video Room. Fire Marshall Henry Wilson will speak on "Fire Safety above Ground Level."

Please announce this to your employees, and urge them to attend. Refreshments will be served and door prizes given. This is an important meeting and I recommend that everyone attend.

lc

LABEL FORMAT

JOHN ABBOTT
1506 CEDAR WOOD
SAN ANTONIO TX 78230

ROBERT ADAMS
16022 WINDY TRAIL
SAN ANTONIO TX 78232

ENVELOPE ADDRESS FORMAT

HITS UNLIMITED
5278 SAN PEDRO
SAN ANTONIO, TX 78232

MR RANDY WADDLE
LONE STAR VIDEOS
3245 WEST LEE
GREENVILLE TX 75401-4543

HITS UNLIMITED PROOFREADING MARKS

MARK	MEANING
∧ ∨	insertion
#	insert space
lc or /	lower case
≡ or cap	capitalize
¶	paragraph
⁐	close up, no space
○ sp.	spell it out in full
— or ℘	delete
stet or	do not change
⊐	move right
⊏	move left
ss	single space
ds	double space
∿	transpose or turn around
//	align
〰	bold
----	italics
← →	center
⊙ or ^.	insert period

RULES FOR ALPHABETIC FILING*

The following seven rules provide consistency in simplified filing.

1. Alphabetize by arranging files unit-by-unit and letter-by-letter within each unit.

2. Each filing unit in a filing segment should be considered. This includes prepositions, conjunctions, and articles. The only exception is when the word **the** is the first filing unit in a filing segment. In this case, **the** is the last filing unit. Spell out all symbols, e.g., &, $, #, and file alphabetically.

3. File "nothing before something." File single unit filing segments before multiple unit filing segments.

4. Ignore all punctuation when alphabetizing. This includes periods, commas, dashes, hyphens, apostrophes, etc. Hyphenated words are considered one unit.

5. Arabic and Roman numbers are filed sequentially before alphabetic characters. All Arabic numerals precede all Roman numerals.

6. Acronyms, abbreviations, and radio and television station call letters are filed as one unit.

7. File under the most commonly used name or title. Cross-reference under other names or titles that might be used in an additional request.

Personal Names

1. **Simple Personal Names**
   Use the last (surname) as the first filing unit. The first name or initial is the second filing unit. Subsequent names or initials are filed as successive units.

2. **Personal Names with Prefixes**
   Surnames that include a prefix are filed as one unit even if the prefix is followed by a space. Examples of prefixes are: D', Da, De, Del, De la, Della, Den, Des, Di, Du, El, Fitz, L', La, Las, Le, Les, Lo, Los, M', Mac, Mc, O', Saint, St., Ste., Te, Ten, Ter, Van, Van de, Van der, Von, Von der.

3. **Personal Names with Personal and Professional Titles and Suffixes**
   Suffixes are not used as filing units except when needed to distinguish between two or more identical names. When needed, a suffix is the last filing unit and is filed as written, ignoring punctuation.

---

* Taken from 1989-1992 Business Professionals of America *Competitive Events Guidelines*, p. 65 (Association of Records Managers and Administrators, Inc., 4200 Somerset Drive, Suite 215, Prairie Village, KS 66208).

4. **Personal Names Which Are Hyphenated**
   Ignore the hyphen and file the two names as one unit.

5. **Pseudonyms and Royal Religious Titles**
   Pseudonyms are filed as written. Personal names that start with a royal or religious title and are followed by only a given name(s) are filed as written.

6. **Foreign Personal Names**
   If the surname is identifiable, file the name as any other personal name is filed. If there is a question about the surname, use the last name as the first filing unit and make a cross-reference from the first name.

7. **Nicknames**
   When a person commonly uses a nickname as a first name, file using the nickname. Cross-reference from the given name only if necessary.

Business Names

When the same filing segment is applicable to more than one location, filing order is determined by an identifying location. In the case of banks, unions, etc., this location may be a branch, local number, post, etc. For most businesses, it will be an address. When using an address, cities are considered first, followed by states or provinces, street names, house number or building number in that order.

Address Arrangement

When the first units of street names are written as the figures, the names are considered in ascending numeric order and placed together before alphabetic street names.

Street names with compass directions are considered as written. Numbers after compass directions are considered before alphabetic names (East 8th, East Main, Franklin, SE Eighth, Southeast Eighth, etc.)

If a filing unit within an address is not necessary for identification, it does not have to be used.

Business and Organization Names

1. Business and organization names are filed as written using the business letterhead or trademark as a guide. Names with prefixes follow the example for personal names with prefixes.

   Note: When necessary to ensure information retrieval, cross-reference between acronyms and the complete name.

2. Subsidiaries of businesses will be filed under their own name with a cross-reference to the parent company if needed.

3. Place names in business names will follow the standard rule that each word/filing unit is treated as a separate filing unit.

4. **Compass Terms In Business Names**
   Each word/unit in a filing segment containing compass terms is considered a separate filing unit. If the term includes more than one compass point, treat it as written. Establish cross-references as needed.

Governmental/Political Designations

When filing governmental/political material, the name of the major entity is filed first followed by the *distinctive* name of the department, bureau, etc.

This rule covers all governmental/political divisions, agencies, departments, committees, etc., from the federal to the county/parish, city, district, and ward level.

Federal
Prefix with the name of the government and eliminate the department, i. e., Department of the Interior, Department of the Treasury, etc., file titles of the office, service, bureau, etc., by their distinctive names.

United States Government
    Coast Guard

United States Government
    Environmental Protection Agency

United States Government
    Forest Service

United States Government
    Interstate Commerce Commission

State and Local
State, county, parish, city, township and village governmental/political divisions are filed by their distinctive names. The words "county of", "city of", "department of", etc., if needed and as appropriate, are added for clarity and are considered filing units.

Note: If "of" is not part of the official name as written, it is not added.

Foreign Governments
The distinctive English name is the first filing unit. If needed, the balance of the formal name of the government forms the next filing unit(s). Divisions, departments and branches follow in sequential order, reversing the written order where necessary to give the distinctive name precedence in the filing arrangement.

States, colonies, provinces, cities, and other divisions of foreign governments are filed by their distinctive or official names as spelled in English. Cross-reference written name to official native name where necessary.

Note: A current copy of *The World Almanac and Book of Facts* is an excellent reference for the translation of foreign names into English and for clarification of relations between governments. Another source is the book *Countries, Dependencies and Areas of Special Sovereignty* published by U. S. Dept. of Commerce, National Bureau of Standards, Institute of Computer Sciences & Technology, Gaithersburg, MD 20899.

FAX COVER SHEET

HITS
UNLIMITED

TO: Josie Lucio
Communications Specialist

FAX Machine #: (512) 342-7923

FROM: Gerald Carlson
Voice-Mail Etc.
Marketing Department

FAX Machine #: (214) 555-1213

Total number of pages including cover sheet: 4

Comments: This is the information you requested on our voice-mail system.

CALENDAR SAMPLE

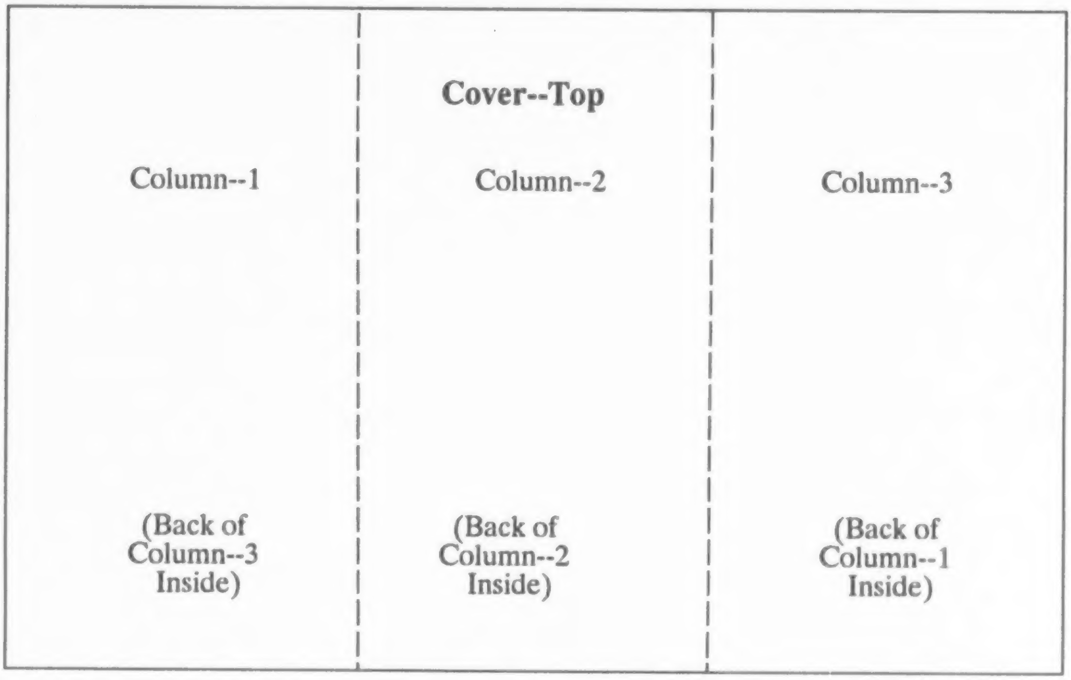
NEW RELEASE DATES

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1 Home Alone	2	3	4	5
8	9	10	11 Misery	12
15	16 Ghost	17	18	19
22 Not W/O My Daughter	23	24	25	26
29	30	31 Pretty Woman		

TOP TEN RENTALS

1. Ghost
2. 3 Men and a Little Lady
3. Pretty Woman
4. Kindergarten Cop
5. Not W/O My Daughter
6. Lion Heart
7. Home Alone
8. Edward Scissorhands
9. Misery
10. Dances with Wolves

BROCHURE FORMAT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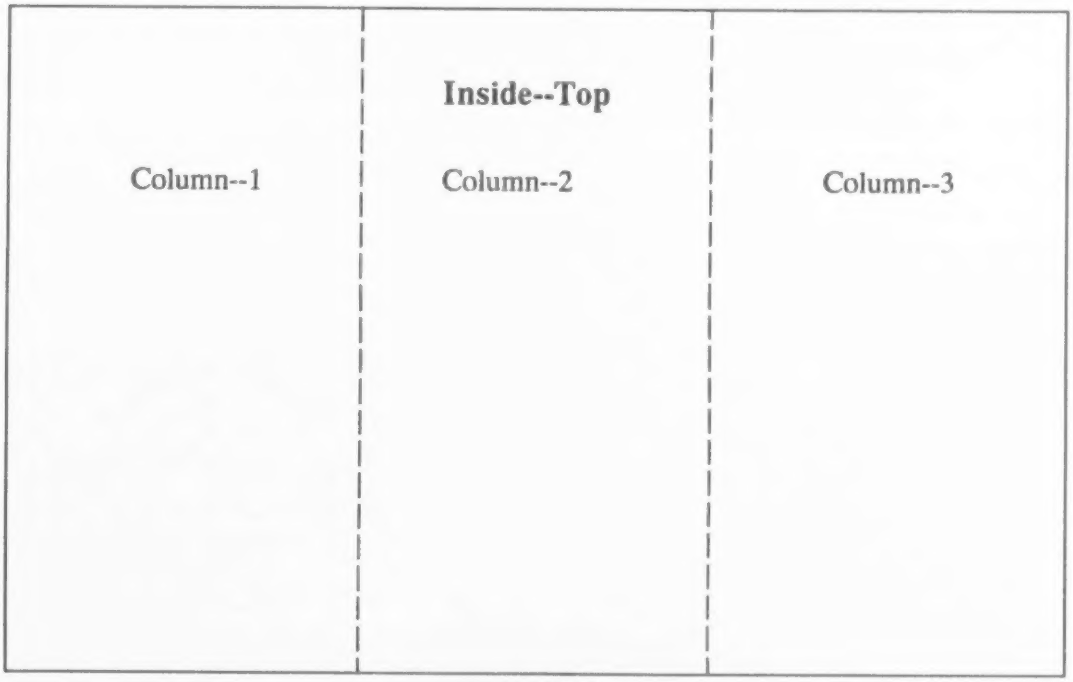
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Column--3

WRITTEN COMMUNICATIONS SUGGESTIONS

BUSINESS LETTERS, MEMOS AND REPORTS

Letter of Goodwill

Purposes:

- To thank someone for favorable action or good service.
- To congratulate someone on a promotion of good fortune.
- To promote a favorable impression about your company.

Content:

- The introductory paragraph is used to tell why the letter is being written.
- The next paragraph is used to expand on the information given in the first paragraph.
- The last paragraph is used to draw the entire message to a logical conclusion and to leave the reader with a positive feeling (repeating the thanks or congratulations stated at the beginning of the letter).

Letter of Request

Purposes:

- To ask someone to act in a specific way.
- To ask someone to provide a particular service or specific information.
- To ask someone to make a contribution in support of a stated cause.

Content:

- The introductory paragraph is used to state the request.
- The second paragraph is used to explain why you want the information, product, or service requested.
- The third paragraph is used to motivate the reader to grant your request.
- The last paragraph is used to close the letter in a courteous, positive tone; it may also include information that will help the reader contact you if any problems or questions arise. Paragraphs three and four may be combined in a short letter.

Letter of Positive Response

Purposes:

- To fulfill both business and social obligations.
- To grant a request by another person.
- To build goodwill for the company.

Content:

- The introductory paragraph is used to restate the request and to indicate that the request will be granted.
- The second paragraph is used to support the first paragraph and to give additional, relevant information.
- The last paragraph is used to draw the entire message to a logical conclusion in a courteous, positive tone.

Letter of Negative Response

Purposes:

- To deny a request by another person.
- To maintain goodwill.

Content:

- The introductory paragraph is used to establish goodwill. (Begin by thanking the reader for the request.)
- The second paragraph is used to state and explain the refusal in a polite, positive manner.
- The third paragraph is used to offer an alternative and to clarify that alternative by providing specific information.
- The last paragraph is used to close the letter in a positive tone by making the reader feel that you are willing to help in any possible way. Paragraphs three and four may be combined in a short letter.

Interoffice Memorandums

Parts of a Memo:

TO:

FROM:

DATE:

SUBJECT:

Body of memo:

- A short report to all employees within an organization which presents an idea and the details.

Business Reports

Parts of a Business Report:

- The title page contains the title of the report, the name of the person who prepared the report, name(s) of person(s) to whom the report is to be distributed and the date of distribution.
- Table of contents - an outline of the contents of the report.
- Body - includes facts and information; discusses the objective or problem.
- References - provides a listing of the materials used in preparing the report.

SAMPLE TYPES OF BUSINESS LETTERS

LETTER OF GOODWILL

HITS UNLIMITED

5278 San Pedro • San Antonio, TX 78232 • (512)342-HITS

August 1, 19--

Mr. Donald D. Disney, President
Disney Studios
1900 N. Hollywood Blvd.
Hollywood, CA 66641

Dear Mr. Disney:

Thank you for speaking at our marketing workshop on Wednesday, July 23. We appreciate the time you spent with us, because your time is so valuable.

Everyone is still talking about the things they learned and about how the workshop helped them improve their knowledge of marketing videos. Many employees have tried the methods shown and, as a result, find themselves able to provide better service to their customers. Your methods have resulted in an increase in productivity and employee morale.

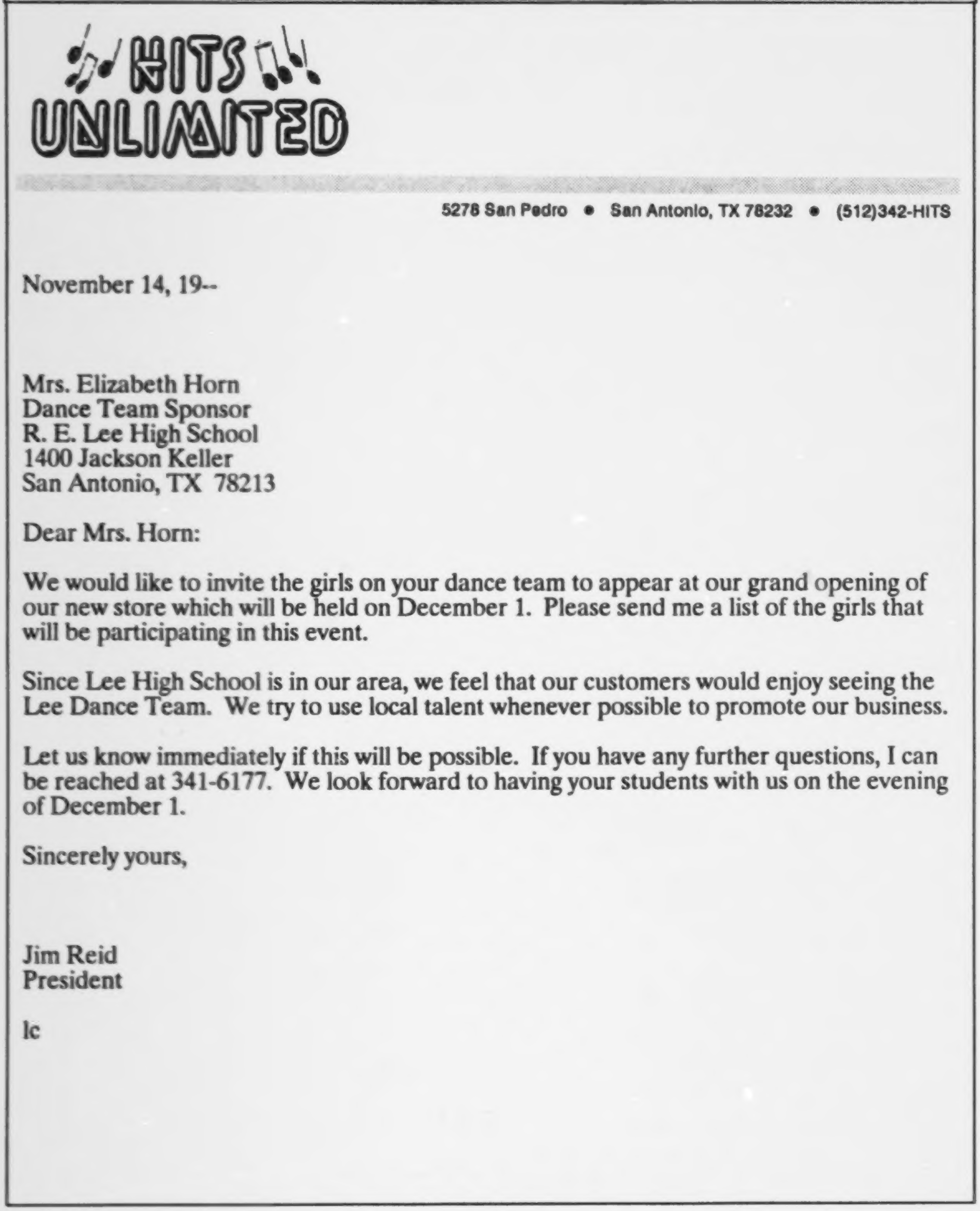
We hope the rest of our employees will soon have the opportunity to participate in one of your workshops.

Sincerely yours,

Jim Reid
President

lc

LETTER OF REQUEST



HITS
UNLIMITED

5278 San Pedro • San Antonio, TX 78232 • (512)342-HITS

November 14, 19--

Mrs. Elizabeth Horn
Dance Team Sponsor
R. E. Lee High School
1400 Jackson Keller
San Antonio, TX 78213

Dear Mrs. Horn:

We would like to invite the girls on your dance team to appear at our grand opening of our new store which will be held on December 1. Please send me a list of the girls that will be participating in this event.

Since Lee High School is in our area, we feel that our customers would enjoy seeing the Lee Dance Team. We try to use local talent whenever possible to promote our business.

Let us know immediately if this will be possible. If you have any further questions, I can be reached at 341-6177. We look forward to having your students with us on the evening of December 1.

Sincerely yours,

Jim Reid
President

lc

LETTER OF POSITIVE RESPONSE

HITS
UNLIMITED

5276 San Pedro • San Antonio, TX 78232 • (512)342-HITS

November 29, 19--

Nancy E. Farrow, Librarian
R. E. Lee High School
1400 Jackson Keller
San Antonio, TX 78213

Dear Ms. Farrow:

Thank you for your letter on November 24. The current catalog and brochures for the videos you requested are enclosed. I hope this material will be helpful.

Mrs. Billie Lee, our sales representative for your area, was informed of your interest in our videos. She should be contacting you in the near future to schedule an appointment to meet with you.

If I can be of any further assistance to you, please let me know.

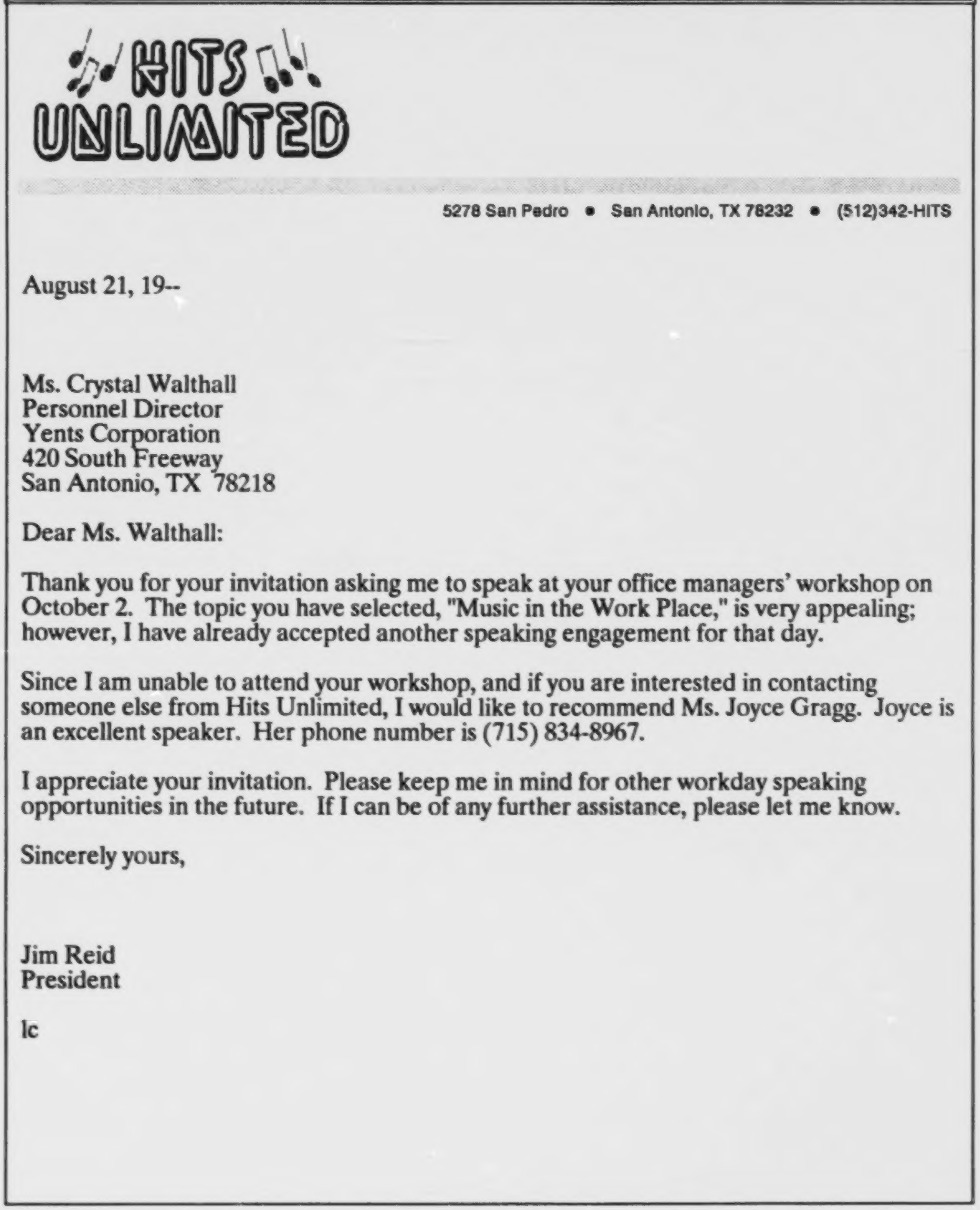
Sincerely,

Jim Reid
President

lc

Enc.

LETTER OF NEGATIVE RESPONSE



HITS UNLIMITED

5278 San Pedro • San Antonio, TX 78232 • (512)342-HITS

August 21, 19--

Ms. Crystal Walthall
Personnel Director
Yents Corporation
420 South Freeway
San Antonio, TX 78218

Dear Ms. Walthall:

Thank you for your invitation asking me to speak at your office managers' workshop on October 2. The topic you have selected, "Music in the Work Place," is very appealing; however, I have already accepted another speaking engagement for that day.

Since I am unable to attend your workshop, and if you are interested in contacting someone else from Hits Unlimited, I would like to recommend Ms. Joyce Gragg. Joyce is an excellent speaker. Her phone number is (715) 834-8967.

I appreciate your invitation. Please keep me in mind for other workday speaking opportunities in the future. If I can be of any further assistance, please let me know.

Sincerely yours,

Jim Reid
President

lc

SAMPLES OF PROPER ENGLISH USAGE

SAMPLES OF SUBSTITUTE PHRASES

INSTEAD OF	SAY
contact you by telephone	call you
in the event that	if
for the purpose of	for
it is probable that	probably
may or may not	may
in order to	to
with this letter I am enclosing	enclosed is
at an early date	soon
due to the fact that	because
meets with our approval	we approve
at the present time	now
in a position to	can
reason is because	because
in the course of	during
at this point in time	now
in the near future	soon
please do not hesitate	please
the early part of next month	early next month
if this should prove to be the case	in that case
at all times	always
this day and age	today
experience indicated that	we learned

SAMPLES OF POSITIVE WORDS

- ability
- advantage
- agreeable
- benefit
- comfortable
- confident
- dependable
- deserving
- effective
- exclusive
- enjoy
- fitting
- fortunate
- generous
- good
- gratifying
- happy
- help
- kind
- lasting
- pleasant
- please
- pleasure
- profit
- prominent
- recommend
- responsible
- satisfaction
- success
- thoughtful
- welcome

SAMPLES OF FAMILIAR WORDS

RATHER THAN	SAY
propound	ask
numerous	many
acknowledgement	reply
subsequent	later
cognizant	aware
terminate	close or end
initiate	begin
frequently	often
purchase	buy
equitable	fair
commence	start
communication	letter
gratuitous	free
concur	agree
possess	have or own
retain	keep
approximately	about
endeavor	try
converse or confer	talk
assistance	help
ascertain	find or learn

SAMPLES OF COMMONLY MISSPELLED WORDS

absence
accidentally
accommodate
accompanying
achievement
acquaintance
across
aggressive
aging
aisle
alignment
all right
already
analysis
analyze
answer
apparently
approximate
architect
argument
assistance
attorney
autumn
bachelor
bankruptcy
basically
beginning
believe
benefited
boundary
breakfast
brochure
buses
business
calendar
calorie
campaign
canceled
catalog
category
cemetery
census
changeable
column
committee
comparison
conscience
consistent
continuous
controversy
convenience
criticism
debt
defense
definite
dependent
describe
development
dilemma
disappoint
dissatisfied
double
eighth
either
eligible
eliminate
embarrass
emphasize
empty
environment
exaggerate
exceed
excellent
exercise
existence
experience
extension
extraordinary
eyeing
familiar
fantasy
fascinating
February
foreign
forfeit
forty
fourteen
fourth
fulfill
glamour
government
grammar
grateful
guarantee
guardian
harass
height
hygiene
incidentally
jeopardy
judgment
laboratory
ledger
leisure
liable
library
license
lien
lightning
likable
lose
maintenance
marriage
mileage
millionaire
miscellaneous
mischievous
misspell
mortgage
motor
movable
necessary
negotiate
neither
ninety
ninth
noticeable
nuclear
occasionally
occurrence
offense
offered
oneself
opinion
pamphlet
parallel
partially
patience
permissible
persistent
persuade
physician
possessions
practically
practice
privilege
procedure
proceed
psychological
quantity
receipt
receive
recommend
reference
reinforce
relevant
restaurant
resume
retroactive
rhythm
schedule
scissors
seize
separate
siege
similar
sincerely
skillful
souvenir
sponsor
summary
surgeon
surprise
technique
temperature
their
theory
thoroughly
through
totaled
tragedy
traveler
unforgettable
unique
usage
vegetable
victim
volume
Wednesday
weird
whether
yield

COMPLIANCE STATEMENT

TITLE VI, CIVIL RIGHTS ACT OF 1964; THE MODIFIED COURT ORDER, CIVIL ACTION 5281, FEDERAL DISTRICT COURT, EASTERN DISTRICT OF TEXAS, TYLER DIVISION

Reviews of local education agencies pertaining to compliance with Title VI Civil Rights Act of 1964 and with specific requirements of the Modified Court Order, Civil Action No. 5281, Federal District Court, Eastern District of Texas, Tyler Division are conducted periodically by staff representatives of the Texas Education Agency. These reviews cover at least the following policies and practices:

(1) acceptance policies on student transfers from other school districts;

(2) operation of school bus routes or runs on a non-segregated basis;

(3) nondiscrimination in extracurricular activities and the use of school facilities;

(4) nondiscriminatory practices in the hiring, assigning, promoting, paying, demoting, reassigning, or dismissing of faculty and staff members who work with children;

(5) enrollment and assignment of students without discrimination on the basis of race, color, or national origin;

(6) nondiscriminatory practices relating to the use of a student's first language; and

(7) evidence of published procedures for hearing complaints and grievances.

In addition to conducting reviews, the Texas Education Agency staff representatives check complaints of discrimination made by a citizen or citizens residing in a school district where it is alleged discriminatory practices have occurred or are occurring.

Where a violation of Title VI of the Civil Rights Act is found, the findings are reported to the Officer for Civil Rights, Department of Health, Education and Welfare.

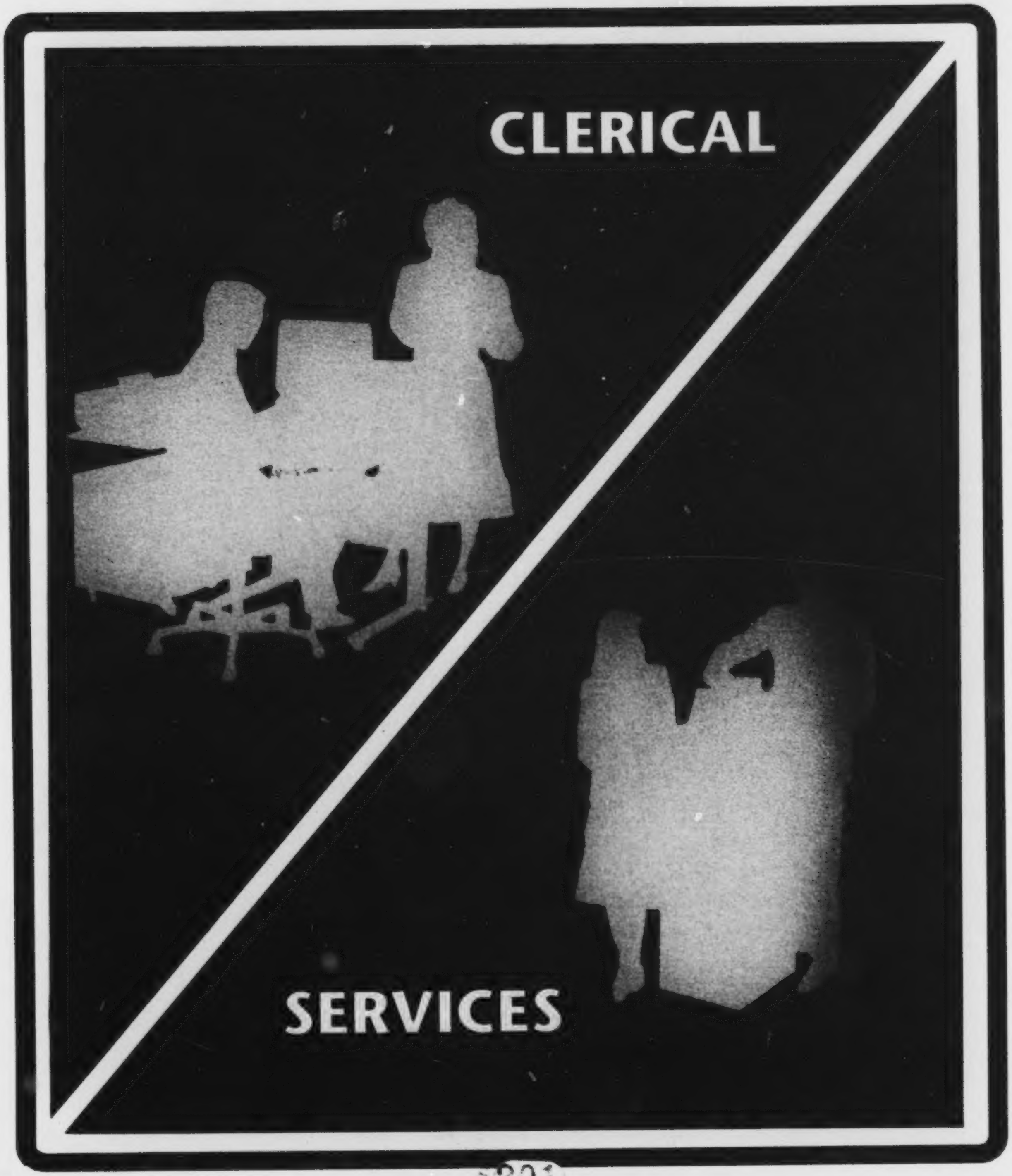
If there is a direct violation of the Court Order in Civil Action No. 5281 that cannot be cleared through negotiations, the sanctions required by the Court Order are applied.

TITLE VII, CIVIL RIGHTS ACT OF 1964; EXECUTIVE ORDERS 11246 AND 11375; TITLE IX, 1973 EDUCATION AMENDMENTS; REHABILITATION ACT OF 1973 AS AMENDED; 1974 AMENDMENTS TO THE WAGE-HOUR LAW EXPANDING THE AGE DISCRIMINATION IN EMPLOYMENT ACT OF 1967; AND VIETNAM ERA VETERANS READJUSTMENT ASSISTANCE ACT OF 1972 AS AMENDED IN 1974.

It is the policy of the Texas Education Agency to comply fully with the nondiscrimination provisions of all federal and state laws and regulations by assuring that no person shall be excluded from consideration for recruitment, selection, appointment, training, promotion, retention, or any other personnel action, or be denied any benefits or participation in any programs or activities which it operates on the grounds of race, religion, color, national origin, sex, handicap, age, or veteran status (except where age, sex, or handicap constitute a bona fide occupational qualification necessary to proper and efficient administration). The Texas Education Agency makes positive efforts to employ and advance in employment all protected groups.

BUSINESS OFFICE

Test Bank


CLERICAL
SERVICES

Educational Development & Training Center
East Texas State University • Commerce, TX 75429

BO-326-TB

BUSINESS OFFICE CLERICAL/ BUSINESS OFFICE SERVICES TEST BANK

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To ensure educational equity, this material has been reviewed to eliminate bias or stereotyping.

Educational Development & Training Center
East Texas State University
Commerce, TX 75429
(903)886-5624

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PREFACE

The test bank for the *Business Office Clerical/Business Office Services Curriculum* was prepared to provide quality instructional materials for instructors of Business Office Clerical/Business Office Services courses in Texas.

This test bank has been developed through a joint effort of the Texas Education Agency and the Educational Development and Training Center located on the campus of East Texas State University at Commerce, Texas.

The purpose of developing this test bank is to provide Business Office Clerical/Business Office Services instructors with a test bank coordinated with the *Business Office Clerical/Business Office Services Curriculum*. Suggestions and comments concerning this test bank are requested to be sent to the curriculum specialist at the Educational Development and Training Center.

Instructions for Use of Test Bank Materials

The computerized testing program for Business Office Clerical/Business Office Service courses was designed to assist the teachers in preparing, delivering and grading tests directly on the computer. The *Test Bank* allows you to be in complete control of the test. It provides you, the teacher, with a great deal of flexibility.

The following are suggested options you may wish to consider:

- Use the test questions as they are on the data disks.
- Delete questions you decide are not needed.
- Modify the questions to meet the needs of your students.
- Add additional questions to cover new or other material you have covered that is not available in the teacher's guide.

The *Test Bank* consists of the following:

The Test Builder Program

The *Test Builder Program* was designed for use on an IBM compatible or Macintosh computer. It allows tests or drills over specified material to be given to students on the computer. The *Test Builder Program* allows students to have immediate feedback on their grade for that portion of the test. It allows the teacher to easily record the grade and provides a listing of the question numbers that the student missed. This information may be used for reteaching and retesting purposes. The *Test Builder Program* may be used in conjunction with the specified *Test Bank* for the course or by itself.

The Test Bank

The *Test Bank* contains questions derived directly from the *Business Office Clerical/Business Office Services Teacher's Guide*. It consists of two parts.

1. The **data disks** contain files for each unit.
2. The **hardcopy** contains the questions on the data disks and additional testing questions that are not on the data disks.

The following information further explains each part of the *Test Bank*.

The *Test Bank* Data Disks

The *Test Bank* data disks contain files of questions on each of the units in the *Business Office Clerical/Business Office Services Teacher's Guide.* Each test file contains true and false, multiple choice, and matching questions. The files may be modified as needed.

The *Test Bank* Hardcopy

The hardcopy of the *Test Bank* is designed as a reference for the data disks. It may also be used as a source of additional testing ideas; or, if compatible equipment is not available for the *Test Builder Program*, the hardcopy can be used as a source of test questions that relate directly to the essential elements and competencies of the course.

The hardcopy of the *Test Bank* includes true and false, multiple choice, matching, fill in the blank, and essay questions. It also includes occasional brief activities. The following is a listing of what the hardcopy contains:

Front Pages: The front pages contain the following important information:

A listing of data disks and the names of files that are located on each data disk of the *Test Bank* so that the specific test can be easily located.

A copy of the essential elements for both *Business Office Clerical* and *Business Office Services*.

A copy of all of the competencies covered in *Business Office Clerical* and *Business Office Services*.

Test Bank Questions: The hardcopy of the *Business Office Clerical/Business Office Services Test Bank* includes true and false, multiple choice, matching, fill in the blank, essay questions, and occasionally a few brief activities. The fill in the blank questions, essays, and activities may be used at your own discretion--they are not on the data disks. All of the questions are based on the material in the *Business Office Clerical/Business Office Services Teacher's Guide.*

Competency Matrices: A competency matrix has been included at the end of each section in this test bank. The matrix lists the number of the competency for each unit in the section and then provides the question number that addresses that specific competency. A listing of all the competencies is located in the front pages of this material.

Additional Instructions: An instructional page has been included in front of **Section III:** Operating Office Machines, **Unit 1:** Reprographics, **Module B:** Supplementary Machines. It provides a listing of the specific machine being addressed in the questions. If incorporating the supplementary machines with other modules in **Section III, Unit 1**, or if you do not have a particular machine, this page is included to help you decide how and when to use these questions.

NOTE: When using the computerized test bank, please read the instructions given for your particular computer in the *Test Builder Program* documentation. The *Test Builder Program* **will NOT work** unless you have an operating system on a disk when you format it.

Example: Format A:/S.

If other problems or questions arise, you may call the Educational Development and Training Center (903)886-5916 or (903)886-5124.

Business Office Clerical/Business Office Services

TEST BANK FILE NAMES

SECTION/UNIT	TITLES	DATA DISK 5 1/4"	DATA DISK 3 1/2"	FILE NAME
I.	KEYBOARDING	1	1	
1	Keyboarding Skills			
	True/False and Multiple Choice			BOCS1U1
	Matching 1			CS1U1M1
	Matching 2			CS1U1M2
2	Proofreading and Correcting Errors			
	True/False and Multiple Choice			BOCS1U2
	Matching			CS1U2M
3	Word Processing Concepts			
	True/False and Multiple Choice			BOCS1U3
	Matching			CS1U3M
II.	FILING	2	1	
1	Alphabetic and Numeric Filing			
	True/False and Multiple Choice			BOCS2U1
	Matching 1			CS2U1M1
	Matching 2			CS2U1M2
	Matching 3			CS2U1M3
2	Electronic Filing			
	True/False and Multiple Choice			BOCS2U2
	Matching			CS2U2M
III.	OPERATING OFFICE MACHINES			
1	Reprographics			
	Module A: Layout and Design	3	2	
	True/False and Multiple Choice			BOCS3U1A
	Matching 1			CS3U1AM1
	Matching 2			CS3U1AM2

SECTION/UNIT	TITLES	DATA DISK 5 1/4"	DATA DISK 3 1/2"	FILE NAME
	Module B: Supplementary Machines	3	2	
	True/False and Multiple Choice			BOCS3U1B
	Matching 1			CS3U1BM1
	Matching 2			CS3U1BM2
	Module C: Copy Machines	4	2	
	True/False and Multiple Choice			BOCS3U1C
	Matching			CS3U1CM
	Module D: Fluid Duplication Process	4	2	
	True/False and Multiple Choice			BOCS3U1D
	Matching			CS3U1DM
	Module E: Stencil Duplication	5	3	
	True/False and Multiple Choice			BOCS3U1E
	Matching			CS3U1EM
	Module F: Offset Process	5	3	
	True/False and Multiple Choice			BOCS3U1F
	Matching			CS3U1FM
	Module G: Desktop Publishing	5	3	
	True/False and Multiple Choice			BOCS3U1G
	Matching			CS3U1FM
2	Electronic Calculator Applications	6	3	
	True/False and Multiple Choice			BOCS3U2
	Matching			CS3U2M
3	Computer Applications	6	3	
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IV.	COMMUNICATING EFFECTIVELY		4	
1	Traditional and Electronic Mail	7		
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	Matching			CS4U1M
2	Telephone Skills	7		
	True/False and Multiple Choice			BOCS4U2
	Matching			CS4U2M

SECTION/UNIT	TITLES	DATA DISK 5 1/4"	DATA DISK 3 1/2"	FILE NAME
3	Written Communication Skills	8		
	True/False and Multiple Choice			BOCS4U3
	Matching			CS4U3M
4	Language Usage Skills	8		
	True/False and Multiple Choice			BOCS4U4
	Matching			CS4U4M
V.	SOCIAL IMPLICATIONS OF COMPUTER USAGE	8	4	
1	Social Implications			
	True/False and Multiple Choice			BOCS5U1
	Matching			CS5U1M

BUSINESS OFFICE SERVICES

75.87

(d) Coordinated Vocational Academic Education (CVAE) Business Office Services (1-2 units) shall include the following essential elements:

(1) Concepts and skills involved in keyboarding. The student shall be provided opportunities to:

(A) demonstrate the skills involved in keyboarding;

(B) apply appropriate procedures for proofreading and correcting errors; and

(C) demonstrate and identify information processing concepts in keyboarding.

(2) Concepts and skills necessary for filing. The student shall be provided opportunities to:

(A) demonstrate procedures used in alphabetic and numeric filing; and

(B) identify procedures used in electronic filing.

(3) Concepts and skills related to the operation of office equipment. The student shall be provided opportunities to:

(A) identify the procedures and equipment used in completing layouts for reprographics;

(B) identify the procedures used in operating reprographic equipment;

(C) demonstrate the ability to prepare masters and to operate the offset press;

(D) demonstrate the ability to use desktop publishing features;

(E) demonstrate the ability to solve mathematical problems using the touch method on the electronic calculator/computer keypad; and

(F) demonstrate the ability to enter and retrieve data on a microcomputer.

(4) Concepts and skills necessary for processing mail. The student shall be provided opportunities to:

(A) identify the procedures involved in processing incoming and outgoing mail; and

(B) identify the procedures involved in transmitting mail electronically.

(5) Concepts and skills necessary for effective communications. The student shall be provided opportunities to:

  (A) develop effective listening skills;

  (B) identify and use proper business techniques when using the telephone;

  (C) prepare effective written communications; and

  (D) identify and use proper language usage skills in business.

(6) Concepts and skills necessary for securing and maintaining employment. The student shall be provided opportunities to:

  (A) demonstrate the skills necessary for job application and interview; and

  (B) apply human relations skills and the ability to work with others.

(7) Concepts and skills associated with the social implications of computers. The student shall be provided opportunities to:

  (A) examine issues concerning responsible use of computer systems;

  (B) understand the social ramifications of computer applications related to privacy, values, and reliability of systems.

BUSINESS OFFICE CLERICAL

75.87

(m) Coordinated Vocational Academic Education (CVAE) Business Office Clerical (1-2 units) shall include the following essential elements:

(1) Concepts and skills involved in keyboarding. The student shall be provided opportunities to:

(A) demonstrate the skills involved in keyboarding;

(B) apply appropriate procedures for proofreading and correcting errors; and

(C) demonstrate and identify information processing concepts in keyboarding.

(2) Concepts and skills necessary for filing. The student shall be provided opportunities to:

(A) demonstrate procedures used in alphabetic and numeric filing; and

(B) identify procedures used in electronic filing.

(3) Concepts and skills related to the operation of office equipment. The student shall be provided opportunities to:

(A) identify the procedures and equipment used in completing layouts for reprographics;

(B) identify the procedures used in operating reprographic equipment;

(C) demonstrate the ability to use desktop publishing features;

(D) demonstrate the ability to solve mathematical problems using the touch method on the electronic calculator/computer keypad; and

(E) demonstrate the ability to enter and retrieve data on a microcomputer.

(4) Concepts and skills necessary for processing mail. The student shall be provided opportunities to:

(A) identify the procedures involved in processing incoming and outgoing mail; and

(B) identify the procedures involved in transmitting mail electronically.

(5) Concepts and skills necessary for effective communications. The student shall be provided opportunities to:

  (A) develop effective listening skills;

  (B) identify and use proper business techniques when using the telephone;

  (C) prepare effective written communications; and

  (D) identify and use proper language usage skills in business.

(6) Concepts and skills necessary for securing and maintaining employment. The student shall be provided opportunities to:

  (A) demonstrate the skills necessary for job application and interview; and

  (B) apply human relations skills and the ability to work with others.

(7) Concepts and skills associated with the social implications of computers. The student shall be provided opportunities to:

  (A) examine issues concerning responsible use of computer systems;

  (B) understand the social ramifications of computer applications related to privacy, values, and reliability of systems.

BUSINESS OFFICE CLERICAL/SERVICES COMPETENCIES

COMPETENCIES

I. Keyboarding

1. Keyboarding Skills

1. Identify terminology related to basic keyboarding.
2. Recognize and demonstrate proper keyboarding techniques.
3. Demonstrate keyboarding improvement in both speed and accuracy.
4. Demonstrate the knowledge and ability to perform basic keyboarding and formatting.
5. Identify components and special keys on the microcomputer keyboard.

2. Proofreading and Correcting Errors

1. Use terminology related to proofreading.
2. Identify the characteristics of a good proofreader.
3. Identify common types of errors.
4. Identify steps in proofreading.
5. Recognize and write proofreading/editing marks.
6. Demonstrate the ability to use common proofreading marks correctly.

3. Word Processing Concepts

1. Identify placement of the parts of a business letter.
2. Identify types of letter styles and be able to prepare letters in these formats.
3. Know the difference between open and mixed punctuation.
4. Know the postal service regulations in preparing envelopes.
5. Identify parts and be able to properly format memorandums.
6. Identify the format of a table.
7. Demonstrate the ability to prepare:
   a. Mailable letters using different styles.
   b. Envelopes according to U.S. Postal Service regulations.
   c. Memorandums.
   d. Tables and charts.

II. Filing

1. Alphabetic and Numeric Filing

MODULE A: Filing Basics

1. Identify basic filing terminology.
2. List four methods of filing.
3. List basic filing supplies.
4. Recognize types of filing equipment.
5. Define micrographics.

MODULE B: Alphabetic Filing

1. Identify terminology related to alphabetic filing.
2. List steps in filing correspondence.
3. Identify reasons for misfiling.
4. Apply filing rules to coding, indexing, and alphabetizing personal names.
5. Apply filing rules to coding, indexing, and alphabetizing business names.

MODULE C: Numeric Filing

1. Identify terminology related to numeric filing.
2. List characteristics of the numeric filing system.
3. Identify basic types of numeric filing systems.
4. Apply basic numeric filing rules.

COMPETENCIES

2. Electronic Filing

1. Identify electronic filing terminology.
2. Apply electronic filing concepts.

III. Operating Office Machines

1. Reprographics

MODULE A: Layout And Design

1. Identify terminology related to layout and design.
2. List tools, supplies, and equipment used in preparing a layout.
3. Convert between scales or line gauge measuring systems.
4. Identify copy layout preparation considerations.
5. List procedures to use when making a layout.
6. Match type and letter styles to message of layout.
7. Identify paper types and their uses.
8. Prepare a layout including:
   a. Thumbnail sketches.
   b. Rough layout.
   c. Comprehensive layout.

MODULE B: Supplementary Machines

1. Recognize the characteristics of a collator and identify the terms and safety precautions related to its operation.
2. Recognize the characteristics of a paper cutter and identify the terms and safety precautions related to its operation.
3. Recognize the characteristics of a paper drill and identify the terms and safety precautions related to its operation.
4. Recognize the characteristics of a saddleback stapler and identify the terms and safety precautions related to its operation.
5. Recognize the characteristics of a paper folder and identify the terms and safety precautions related to its operation.
6. Recognize the characteristics of a padding press and identify the terms and safety precautions related to its operation.
7. Recognize the characteristics of a punch and binder and identify the terms and safety precautions related to its operation.
8. Recognize the characteristics of a paper jogger and identify the terms and safety precautions related to its operation.
9. Demonstrate the ability to operate the:
   a. Collator.
   b. Paper cutter.
   c. Paper drill.
   d. Saddleback stapler.
   e. Paper folder.
   f. Padding press.
   g. Punch and binder.
   h. Paper jogger.

MODULE C: Copy Machines

1. Match terms related to copier reprographics.
2. Describe features of the digital copier process.
3. Identify for each segment of copier classification the features, how many copies per minute, and where used.
4. List ten copier features and describe any three of them in paragraph form, using correct grammar and punctuation.
5. List five advantages of using copiers.

COMPETENCIES

6. Describe in paragraph form, using correct grammar and punctuation, four methods of controlling copier operating procedures.
7. Demonstrate correct copy preparation techniques.
8. Discuss in paragraph form, using correct grammar and punctuation, copyright use and how it affects him/her.

MODULE D: Fluid Duplication Process

1. Identify terminology related to the fluid duplication process.
2. Explain the fluid duplication process and identify the parts of the fluid duplicator.
3. Identify the procedures in preparing a spirit master and a thermal master.
4. Prepare and duplicate a spirit master.
5. Prepare and duplicate a thermal master.

MODULE E: Stencil Duplication

1. Match terms relating to stencil duplication with their correct definitions.
2. Describe the stencil duplicator operation.
3. Describe the parts of a stencil pack and how to use the stencil guide marks.
4. Place the steps for preparing and correcting a stencil in the proper order.
5. Describe and demonstrate various styli and drawing procedures.
6. List the procedures for operating an electronic stencil maker.
7. Describe causes of and remedies for stencil duplication problems.
8. Demonstrate the ability to:
   a. Prepare a stencil.
   b. Operate an electronic stencil maker.
   c. Operate a stencil duplicator.
   d. Clean and change color.

MODULE F: Offset Process

1. Define terms related to the offset process.
2. Identify the offset process and systems.
3. List advantages and disadvantages of using the offset.
4. Identify the types of masters and platemakers.
5. Demonstrate the ability to prepare and duplicate an offset master.
6. Demonstrate the ability to follow offset operating procedures.
7. Identify careers and new technology in the area of offset printing.

MODULE G: Desktop Publishing

1. Recognize desktop publishing terms.
2. Compare methods of traditional publishing and desktop publishing.
3. List the components of desktop publishing.
4. List basic areas of planning to consider when preparing a graphics document for desktop publishing.
5. Demonstrate the tools and procedures for producing simple and advanced documents using desktop publishing procedures available.

2. Electronic Calculator Applications

1. Apply the terms and definitions necessary for operating the electronic calculator in mathematical business problems.
2. Demonstrate the ability to use the touch system on the electronic calculator for computation of simple and complex mathematical problems.

COMPETENCIES

3. Computer Applications

1. Define and use formatting and information processing terminology.
2. Define information processing.
3. Describe the steps in a document cycle.
4. Categorize the production features of word processing software.
5. Identify uses of function keys sometimes used with word processing software.
6. Create, revise, spell check, and print a hard copy of the document.
7. Produce documents to include the following format changes: line spacing, line alignment, type styles, and margin adjustments.

IV. Communicating Effectively

1. Traditional and Electronic Mail

1. Identify mail handling terminology.
2. Classify the various types of mail.
3. Identify various postal services.
4. Identify procedures involved in processing incoming and outgoing mail.
5. Identify various types of electronic mail.

2. Telephone Skills

1. Properly define telephone terminology.
2. Demonstrate characteristics of good listening skills.
3. Demonstrate positive techniques of handling incoming telephone calls.
4. Demonstrate positive techniques of placing outgoing telephone calls.
5. Compare the various parts of the telephone directory.
6. Demonstrate the ability to take messages.

3. Written Communication Skills

1. Identify terminology related to written communications.
2. Identify and compose various types of business letters.
3. Use proper formatting techniques in preparation of various types of business documents.

4. Language Usage Skills

1. Apply spelling rules.
2. Identify and correctly use various punctuation marks.
3. Identify and apply rules for capitalization.
4. Identify and apply rules for writing sentences.

V. Social Implications of Computer Usage

1. Social Implications

1. Identify terminology related to computer crime, computer users, and new computer devices and techniques.
2. Identify the major issues and technological developments related to computers and society.
3. Describe the ethical and legal issues that have arisen as a result of the computer revolution.
4. Identify privacy issues involved with electronic data storage.
5. Explain the reasons for concern about the reliability of computer systems.

Business Office Clerical/

Business Office Services

Section I

KEYBOARDING
TEST BANK

TRUE AND FALSE

1. You should always keep your eyes on the keyboard, NOT on the copy.

2. When you put the paper in the typewriter, you do not have to worry about straightening the paper because the paper is already straight.

3. When preparing to type, your wrists should be positioned parallel to the keyboard.

4. When keyboarding, learning the correct finger positions increases accuracy and speed.

5. When sitting at the keyboard, cross your legs so you will be comfortable.

6. When using the pica type size, there are 10 spaces to the horizontal inch.

7. When using the elite type size, there are 10 spaces to the horizontal inch.

8. Tab stops are cleared by turning off the typewriter.

9. There are normally 66 lines available on an 8 1/2 by 11 inch sheet of paper.

10. The keyboard of a computer is similar to a typewriter keyboard.

11. The alphanumeric keys on keyboards consist of alphabetic and numeric keys only.

12. The ten-key pad on a computer keyboard can be activated by depressing the NUMLOCK key.

13. The ENTER key on the computer keyboard is the same as the RETURN key on a typewriter keyboard.

14. The BACKSPACE key on the computer keyboard allows you to back up one space without deleting the character that is already there.

15. The PAGE DOWN key on the computer keyboard allows you to move the document down one full screen.

16. Read only memory (ROM) is the computer's temporary memory.

17. Random access memory (RAM) is the computer's temporary memory.

18. The "brains" of a computer is the monitor.

19. A laser printer uses a thin beam of light to produce a character on the paper.

20. The modem has a button for giving commands.

21. When using a floppy disk, you do not have to worry about bending it because the jacket will protect the disk.

22. You can write on a disk with a felt-tip pen.

23. Placing a magnet next to a disk helps the disk hold more memory.

24. A diskette cannot be stretched.

25. The write-protect notch protects against copying over data currently on the disk only if the notch is covered.

MULTIPLE CHOICE

1. When preparing to type you should first put your work in order by doing all of the following EXCEPT:

    A. Place the typewriter even with front edge of the desk.
    B. Place your activity sheet to the right of the typewriter.
    C. Place the paper in front of the paper bail and rollers.
    D. Place extra paper to the left.

2. The correct sitting position for typing/keyboarding includes all of the following EXCEPT:

    A. Sit back in the chair with your body straight.
    B. Place both feet on the floor with one foot slightly in front of the other.
    C. Have wrists low and relaxed.
    D. Have your elbows away from your body.

3. When keystroking, you should do all of the following EXCEPT:

    A. Turn the ON-OFF switch to the ON position.
    B. Never return to the home row keys.
    C. Use the right thumb to strike the space bar.
    D. Use the right little finger to press the return key.

4. Which of the following is a TRUE statement of pica type?

    A. There are 10 spaces to the horizontal pitch.
    B. There are 12 spaces to the horizontal pitch.
    C. The center point on an 8 1/2-inch sheet of typing paper is 51.
    D. There are 102 spaces in an 8 1/2-inch sheet of typing paper.

5. Which of the following is a true statement of elite type?

    A. There are 10 spaces to the horizontal inch.
    B. There are 85 spaces in an 8 1/2-inch sheet of typing paper.
    C. The center point of an 8 1/2-inch sheet of typing paper is 42 1/2.
    D. There are 12 spaces to the horizontal inch.

6. When setting margins on a typewriter, which of the following statements is true?

    A. No calculations are necessary.
    B. Margins are automatically set when you turn on the typewriter.
    C. You must first divide the number of spaces in the line by 2.
    D. Once the left margin is set, there is no need to set the right margin.

7. When clearing tabs, you must FIRST:

   A. Move the typing element to the far right.
   B. Strike the Tab Set key.
   C. Hold down the space bar.
   D. None of the above.

8. When setting tabs, you must FIRST:

   A. Hold down the tab clear key.
   B. Turn off the typewriter.
   C. Move the typing element to the far right.
   D. Move the carrier to where you want a tab and strike the tab set key.

9. All of the following steps are involved in horizontal centering EXCEPT:

   A. Clear all tab stops.
   B. Set a tab stop at the center of the paper.
   C. Turn off the typewriter.
   D. Backspace once for every two characters.

10. All of the following steps are involved in vertical centering EXCEPT:

    A. Backspace once for every two characters.
    B. Count the lines and blank-line spaces needed to type the problem.
    C. Divide by 2 to get the top and bottom margins.
    D. Subtract the lines to be used from the lines available.

11. A computer system makes possible all of the following basic information processing operations EXCEPT:

    A. Input.
    B. Processing and storage.
    C. Output.
    D. Typing.

12. All of the following are computer input devices EXCEPT:

    A. Mouse.
    B. Printer.
    C. Keyboard.
    D. Light pen.

13. Which of the following is located on the computer keyboard?

    A. Alphanumeric keys.
    B. Cursor movement keys.
    C. Numeric keys.
    D. All of the above.

14. Alphanumeric keys include all of the following keys EXCEPT:

A. Escape keys.
B. Alphabetic keys.
C. Numeric keys.
D. Punctuation keys.

15. Which of the following is not a cursor movement key?

A. Home key.
B. End key.
C. Escape key.
D. Backspace key.

16. To use the ten-key pad you must FIRST:

A. Depress the NUMLOCK key.
B. Strike the Escape key.
C. Strike any number key.
D. Depress the CAPS LOCK key.

17. The arrow keys move the cursor:

A. To the upper left space on the screen.
B. One space in any of the four directions.
C. To the end of the line.
D. Back one space, deleting the character in that space.

18. All of the following are special keys on the computer keyboard EXCEPT:

A. Escape key.
B. Insert key.
C. Delete key.
D. Backspace key.

19. The central processing unit of a computer:

A. Includes the control unit.
B. Includes the arithmetic logic unit.
C. Is the "brains" of the computer.
D. All of the above.

20. The control unit does all of the following EXCEPT:

A. Controls all arithmetic and logic operations.
B. Interprets all program steps.
C. Regulates data flow.
D. Issues instructions to carry out the programs.

21. Storage devices include all of the following EXCEPT:

A. Floppy disks.
B. Hard disks.
C. Printers.
D. Random access memory (RAM).

22. Output devices include:

A. Video monitors.
B. Printers.
C. Both A and B.
D. None of the above.

23. Which of the following is NOT a type of printer?

A. Dot matrix.
B. ROM.
C. Daisy wheel.
D. Laser.

24. Random access memory (RAM) is:

A. The computer's temporary memory.
B. The computer's permanent memory.
C. A floppy disk.
D. None of the above.

25. Read only memory (ROM) is:

A. The computer's temporary memory.
B. A floppy disk.
C. The computer's permanent memory.
D. None of the above.

26. Parts of a floppy disk include all of the following EXCEPT:

A. Head access.
B. Index hole access.
C. Laser.
D. Write-protect notch.

27. Damage to a floppy diskette can occur by:

A. Writing on the disk with a felt-tip pen.
B. Touching exposed areas on the disk.
C. Keeping the diskette away from direct sunlight.
D. Never using paper clips on the diskette.

28. How many function keys are located on an IBM-compatible computer keyboard?

A. 12 to 14.
B. 5 to 6.
C. 10 to 12.
D. 15 to 20.

29. The most common method of inputting data into a computer is by the:

A. Keyboard.
B. Arithmetic logic unit.
C. Printer.
D. Monitor.

30. Using the shift key with the alphabetic keys will create:

A. Numbers.	C. Functions.
B. Arrows.	D. Capital letters.

MATCHING 1

A. Backspace key
B. Correction key
C. Cylinder
D. Position indicator
E. Line scale
F. Return key
G. Left margin stop
H. Element
I. Shift lock
J. Tab
K. Paper bail and rollers
L. Pitch selector

1. Shows the space at which the typewriter is ready to print.

2. Moves the carrier back to the left margin and moves the paper up.

3. Stops the carrier at a set left point.

4. Holds the paper against the cylinder.

5. Holds and moves the paper in and out.

6. Prints the letter, number, or symbol that is touched on the keyboard.

7. Used to select pica or elite pitch depending on the pitch of the element being used.

8. Used to move the carriage to the tab stops that have been chosen.

9. Used to erase type from the paper.

10. Used to lock the shift mechanism so that all letters are capitalized.

MATCHING 2

A. Write-protect notch
B. Head access
C. Index hole access
D. Left margin stop
E. Plastic disk
F. Disk liner
G. Single space
H. Line space regulator
I. Disk jacket
J. Paper bail and rollers
K. Drive hub access
L. Double space

1. Used to prevent accidental recording over data already on the disk.

2. Sets single or double spacing.

3. Copy has no blank line space between lines.

4. A thin flexible plastic material coated with a magnetic oxide.

5. Allows the disk drive to rotate the disk.

6. Leaving one blank line between displayed or printed lines of copy.

7. A plastic material enclosing the liner.

8. This hole allows the read/write head to transfer data.

9. A sleeve of cloth-like material similar to a handiwipe.

10. The drive shines a light into this spot and stops the spinning of the disk when the hole is properly aligned at the beginning of the disk.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

________________ 1. The ________ turns the cylinder.

________________ 2. When typing, your eyes should stay on the copy and not on the ________.

________________ 3. The ________ type size has 12 spaces to the horizontal inch.

________________ 4. When clearing tab stops, hold the tab clear key down and strike the ________ key.

________________ 5. Use your left ________ finger to strike the tab key.

________________ 6. The ten-key pad on the computer keyboard is activated by depressing the ________ key.

________________ 7. The backspace key on the computer keyboard moves the cursor back one space and ________ the character which was in that space.

________________ 8. ________ is the computer's temporary memory.

________________ 9. ________ is the computer's permanent memory.

________________ 10. The central processing unit of the computer is also known as the ________ of the computer.

________________ 11. The two types of video monitors that exist are the ________ and the monochrome.

________________ 12. The ________ printer burns the character into specially treated, heat-sensitive paper.

________________ 13. The ________ disk is usually located within the computer.

________________ 14. A ________ is an input device that controls cursor movement and has a button for giving commands.

________________ 15. The correct sitting position when preparing to type includes keeping your wrists ________ and relaxed.

________________ 16. When your fingers are on the home row, your left ________ finger will strike the A key.

_____________________ 17. When your fingers are on the home row, your right __________ will strike the J key.

_____________________ 18. When your fingers are on the home row, your left __________ finger will strike the S key.

_____________________ 19. When your fingers are on the home row, your left __________ will strike the F key.

_____________________ 20. The first step for setting margins is to divide the number of spaces in the line by __________.

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ESSAY

1. Explain differences you notice between a computer keyboard and a typewriter keyboard?

2. List the steps for horizontal centering.

ANSWERS

True and False

1. F
2. F
3. T
4. T
5. F
6. T
7. F
8. F
9. T
10. T
11. F
12. T
13. T
14. F
15. T
16. F
17. T
18. F
19. T
20. F
21. F
22. T
23. F
24. F
25. T

Multiple Choice

1. C
2. D
3. B
4. A
5. D
6. C
7. A
8. D
9. C
10. A
11. D
12. B
13. D
14. A
15. C
16. A
17. B
18. D
19. D
20. A
21. C
22. C
23. B
24. A
25. C
26. C
27. B
28. C
29. A
30. D

Matching 1

1. D
2. F
3. G
4. K
5. C
6. H
7. L
8. J
9. B
10. I

Matching 2

1. A
2. H
3. G
4. E
5. K
6. L
7. I
8. B
9. F
10. C

Fill in the Blank

1. Cylinder knob
2. Keyboard
3. Elite
4. Return
5. Little
6. NUMLOCK
7. Deletes
8. RAM
9. ROM
10. Brains
11. Color
12. Thermal
13. Hard
14. Mouse
15. Low
16. Little
17. Forefinger
18. Third
19. Forefinger
20. 2

Essay

1. The differences between a computer keyboard and a typewriter keyboard are:

   a. The computer keyboard has function keys.
   b. The computer keyboard has directional keys.
   c. The computer keyboard has an escape key.
   d. The computer keyboard has a delete key.
   e. The computer keyboard has an insert key.

   Other answers are possible. Evaluated to the satisfaction of the instructor.

2. All of the following should be included. Evaluated to the satisfaction of the instructor.

   a. Insert the paper in the typewriter with the left edge of the paper at zero.
   b. Move the margin stops to the end of the scale.
   c. Clear all tab stops.
   d. Set a tab stop at the center of the paper.
   e. Backspace once for every two letters, figures, spaces, or punctuation marks in the line.
   f. Do not backspace for an odd or leftover stroke.
   g. Begin to type where the backspacing ends.

TRUE AND FALSE

1. Proofreading is the process of carefully looking over a completed document to find ALL errors that keep the document from being entirely correct.
2. A good proofreader does not need to have good English skills.
3. Reversing the order of letters in a word is NOT a common mistake.
4. Incorrect punctuation is an English error.
5. You should use reference books to check the spelling of ALL unfamiliar words.
6. Incorrect word division at the end of a line can be found by a good proofreader.
7. The overall appearance of a document is not important.
8. Agreement of a subject and a verb is NOT a grammatical error.
9. You should ALWAYS read through a paper before submitting it.
10. Typographical errors are mistakes that occur when keying in the information.
11. As long as an error has been corrected, you need not worry about what the correction looks like.
12. When keying in a long document, you may use as many run-on sentences as you need.
13. You may want to use a pen, pencil, or your forefinger as a guide when proofreading a paper.
14. Proofreading marks are necessary to show the needed changes.
15. Reading a final copy before removing it from the typewriter or video screen is not necessary.

MULTIPLE CHOICE

1. Characteristics of a good proofreader include all of the following EXCEPT:

   A. Paying close attention to detail.
   B. Taking pride in producing accurate work.
   C. Having poor English skills.
   D. Understanding proofreading and editing marks.

2. Keyboarding errors include:

   A. Transpositions of letters.
   B. Omission of letters, words, or lines.
   C. Both A and B.
   D. None of the above.

3. All of the following are examples of English errors EXCEPT:

   A. Neat corrections.
   B. Punctuation.
   C. Capitalization.
   D. Incorrect plurals.

4. Grammar errors include:

   A. Errors in agreement of pronouns or subject and verb.
   B. Incomplete or run-on sentences.
   C. Using the incorrect form of words.
   D. All of the above.

5. Formatting errors include:

   A. Placement on the page.
   B. Uneven margins.
   C. Word or line spacing.
   D. All of the above.

6. Appearance errors include all of the following EXCEPT:

   A. Noticeable corrections.
   B. Incorrect punctuation style.
   C. Smudges or fingerprints.
   D. Creased or wrinkled pages.

7. The author's writing errors include:

   A. Poor format.
   B. Poor content.
   C. Poor grammar.
   D. All of the above.

8. Content errors include all of the following EXCEPT:

   A. Word division errors.
   B. Information does not follow a logical order.
   C. Omission of a line.
   D. Errors in factual material.

9. When reading through the entire paper, you should check for:

    A. Placement.
    B. Content.
    C. Format.
    D. All of the above.

10. When reading through the paper, the placement should have:

    A. Attractive placement on the page.
    B. Correct margins.
    C. Both A and B.
    D. None of the above.

11. When reading through the paper, the format should have:

    A. A correct order of the necessary parts.
    B. The logical order and a clear presentation of information.
    C. Only one subject addressed in each paragraph.
    D. All of the above.

12. When reading through the paper, the content should:

    A. Have all necessary information included.
    B. Have any letters, words, or phrases that could damage the meaning of the paper omitted.
    C. Be double-checked for figures or facts that could affect the outcome of any action taken.
    D. All of the above.

13. When reading through the paper, the document should have:

    A. Neat corrections.
    B. Pages free of creases or wrinkles.
    C. No smudges or fingerprints on the pages.
    D. All of the above.

14. Each line of the document should be checked for:

    A. Spelling.
    B. Punctuation.
    C. Word division.
    D. All of the above.

15. When checking each line for spelling:

    A. Check the spelling of names and places.
    B. Use reference books to check all unfamiliar words.
    C. Both A and B.
    D. None of the above.

16. When checking each line for typographical content:

    A. Check for transposed letters or words.
    B. Watch for letters added or deleted from words.
    C. Both A and B.
    D. None of the above.

17. When checking each line for word division:

    A. Check the words that have been divided with a word division manual.
    B. Look for parts of words that might appear at the end of one line and are repeated at the beginning of the next line.
    C. Both A and B.
    D. None of the above.

18. When checking each line for punctuation:

    A. Check to see that the punctuation rules have been followed.
    B. Use reference materials to double-check something that is questionable.
    C. Both A and B.
    D. None of the above.

19. When checking each line for grammar:

    A. Be sure that the subject and verb agree.
    B. Check for incomplete and run-on sentences.
    C. Make sure the correct form of a word has been used.
    D. All of the above.

20. The rough draft of a document:

    A. Must be ready for use.
    B. May have errors.
    C. Does not have to be proofread.
    D. None of the above.

MATCHING

A. Proofreading
B. Rough draft
C. Homonyms
D. Format
E. Omission
F. Mixed punctuation
G. Open punctuation
H. Proofreading marks
I. Transposition
J. Run-on sentence
K. Document
L. Agreement
M. Content
N. Editing
O. Punctuation
P. Grammar

1. The use of special marks that makes written material easier to read.
2. Two or more sentences joined without proper punctuation.
3. Letters or words used out of sequence.
4. Any data or information that has been keyed and printed.
5. The layout of text on a page according to a certain design.
6. The process of checking written material for accuracy and making corrections as necessary.
7. The first copy of written material.
8. Punctuation style in which there are no punctuation marks after the salutation and complimentary close.
9. Written symbols used to identify corrections that need to be made.
10. Punctuation style in which a colon is used after the salutation and a comma is used after the complimentary close.
11. Words that sound alike but are spelled differently and have another meaning.
12. Common rules relative to written material that assist in communication.
13. Written material referred to as text.
14. A letter, word, punctuation mark, etc., that has been left out.
15. Reading over completed text in an effort to find errors that were overlooked.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. Reading through a document to find errors is called _________.

____________________ 2. You should always use a _________ or a word book to check spelling and meaning.

____________________ 3. You should proofread a final copy _________ removing it from the typewriter or from the video screen.

____________________ 4. Use proofreader's _________ to show needed changes.

____________________ 5. Proofread names and _________ words, letter by letter.

____________________ 6. If proofreading for spelling, read the material _________.

____________________ 7. When proofreading you can use a pen, pencil, or your forefinger as a _________.

____________________ 8. Transposition is a _________ error.

____________________ 9. A good proofreader should have good _________ skills.

____________________ 10. Errors in the agreement of subject and verbs are _________ errors.

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ESSAY

1. List three types of errors and give an example of each.

(1)

(2)

(3)

2. List three characteristics of a good proofreader.

(1)

(2)

(3)

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ANSWERS

True and False

1. T
2. F
3. F
4. T
5. T
6. T
7. F
8. F
9. T
10. T
11. F
12. F
13. T
14. T
15. F

Multiple Choice

1. C
2. C
3. A
4. D
5. D
6. B
7. D
8. A
9. D
10. C
11. D
12. D
13. D
14. D
15. C
16. C
17. C
18. C
19. D
20. B

Matching

1. O
2. J
3. I
4. K
5. D
6. N
7. B
8. G
9. H
10. F
11. C
12. P
13. M
14. E
15. A

Fill in the Blank

1. Proofreading
2. Dictionary
3. Before
4. Marks
5. Unfamiliar
6. Backwards
7. Guide
8. Keyboarding
9. English
10. Grammar

Essay

1. At least three of the following should be included. The examples are to be evaluated to the satisfaction of the instructor.

    1) Keyboarding errors
    2) English errors
    3) Formatting errors
    4) Appearance errors
    5) Author's writing errors
    6) Content errors

2. The following should be included; however, answers may vary.

1) Has a command of the English language.
2) Uses appropriate reference materials and resources.
3) Pays close attention to detail.
4) Takes pride in producing accurate work.
5) Understands proofreading/editing marks.

TRUE AND FALSE

1. The letterhead is the printed heading that contains the name and address of the company sending the letter.

2. The dateline tells the person receiving the letter when the letter was sent.

3. The inside address is the printed heading that contains the name and address of the company who sent the letter.

4. The salutation closes a letter.

5. The body of the letter explains the purpose of the letter.

6. The complimentary close ends the letter.

7. The signature line only includes the name of the letter writer.

8. The reference line is at the beginning of the letter.

9. An example of an addressee notation is PERSONAL.

10. PLEASE FORWARD is an example of a mailing notation.

11. The attention line should ALWAYS be typed in capital letters.

12. Usually the subject line is typed a double space after the salutation at the left margin.

13. When enclosing other materials with a letter, the word "enclosure" should not be abbreviated.

14. The carbon copy or photocopy notations are typed a double space below the reference initials or enclosure notations.

15. A one-inch side margin should be set for long letters.

16. All lines begin at the left margin when using the block letter style.

17. There is no salutation when using the AMS simplified letter style.

18. Open punctuation is the most commonly used punctuation style.

19. When addressing envelopes the postal service prefers all words capitalized.

20. Always start an address on an envelope five spaces to the left of center.

21. The interoffice memo is one of the most common styles of business reports prepared in an office.

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22. Memos may be typed only on preprinted memo forms.

23. The body of a memo begins a triple-space down from the last guide word.

24. Tables and charts are used to emphasize information being presented in a style that is short and easy to follow.

25. A table should always be centered horizontally, but never vertically.

MULTIPLE CHOICE

1. The reference line may include:

   A. The typist's initials.
   B. The writer's initials.
   C. Both A and B.
   D. None of the above.

2. All of the following are examples of addressee notations EXCEPT:

   A. SPECIAL DELIVERY.
   B. PERSONAL.
   C. PLEASE HOLD.
   D. CONFIDENTIAL.

3. All of the following are examples of mailing notations EXCEPT:

   A. CERTIFIED MAIL.
   B. CONFIDENTIAL.
   C. SPECIAL DELIVERY.
   D. REGISTERED MAIL.

4. The addressee notation should be placed:

   A. At the bottom of the letter.
   B. After the inside address.
   C. After the reference line.
   D. Before the inside address and followed by a double space.

5. The mailing notation should:

   A. Never be placed in the letter.
   B. Be placed on the envelope.
   C. Never be placed on the envelope.
   D. Be placed at the bottom of the letter.

6. The attention line may be:

   A. Typed in all capital letters.
   B. Underlined using upper and lower case letters.
   C. Typed on the envelope.
   D. All of the above.

7. Which of the following is an example of a subject line?

   A. Dear Mr. Jones.
   B. SPECIAL DELIVERY.
   C. RE: Company Picnic.
   D. Sincerely.

8. What does the pc: mean in the closing lines?

   A. Phone call the writer of the letter.
   B. Photocopy.
   C. Pull copy.
   D. Please count.

9. When using the standard spacing, the dateline should be typed:

A. A double space below the letterhead.
B. A triple space below the letterhead.
C. A single space below the letterhead.
D. None of the above.

10. When using the standard spacing, the inside address should be typed:

A. 2 to 4 lines after the date.
B. 20 lines after the date.
C. 4 to 12 lines after the date.
D. None of the above.

11. The salutation should be placed:

A. A single space below the inside address.
B. A double space below the inside address.
C. A triple space below the inside address.
D. None of the above.

12. The body of the letter should begin:

A. A single space below the salutation.
B. A triple space below the salutation.
C. A double space below the salutation.
D. None of the above.

13. The complimentary close should be placed:

A. A double space below the last line of the body of the letter.
B. A single space below the last line of the body of the letter.
C. A triple space below the last line of the body of the letter.
D. None of the above.

14. The signature line should be typed ________ lines below the complimentary close.

A. 8
B. 10
C. 2
D. 4

15. The standard side margins for a long letter are:

A. 1 inch.
B. 2 inches.
C. 1 1/2 inches.
D. None of the above.

16. The standard side margins for a medium-length letter are:

A. 2 inches.
B. 3 inches.
C. 4 inches.
D. 1 1/2 inches.

17. The standard side margins for a short letter are:

   A. 1 inch.
   B. 3 inches.
   C. 2 inches.
   D. 1 1/2 inches.

18. The characteristics of the block letter style include:

   A. Full-block to the right.
   B. Date at center.
   C. Paragraphs are indented five spaces.
   D. None of the above.

19. When using the modified block letter style, all lines begin at the left margin except:

   A. Signature line.
   B. Complimentary close.
   C. Dateline.
   D. All of the above.

20. All of the following are advantages of the block letter style EXCEPT:

   A. Takes a long time to type.
   B. Popular among businesses.
   C. Easy to set up.
   D. All lines begin at the left margin.

21. Format characteristics of the AMS simplified letter style include all of the following EXCEPT:

   A. No salutation.
   B. No complimentary close.
   C. Full-block to the left.
   D. The subject line is in all capital letters.

22. When using open punctuation, which of the following statements is true?

   A. No punctuation is used throughout the letter.
   B. No punctuation is used after the salutation and the complimentary close.
   C. Requires less time to type.
   D. Both B and C.

23. When using mixed punctuation, which of the following statements is true?

   A. A colon is placed after the salutation and a comma after the complimentary close.
   B. Mixed punctuation is most commonly used.
   C. Both A and B.
   D. None of the above.

24. The postal service prefers:

    A. The ZIP code with the 4-digit extension.
    B. All punctuation used.
    C. Using upper and lower case letters.
    D. Address typed anywhere on the envelope.

25. The address on a large envelope should begin on line:

    A. 15
    B. 14
    C. 4
    D. 20

26. The address on a small envelope should begin on line:

    A. 12
    B. 8
    C. 20
    D. 5

27. When typing the envelope, the company name should be typed:

    A. On the first line.
    B. At the bottom of the envelope.
    C. Under the person's name receiving the letter or under the attention line.
    D. After the address.

28. The FIRST step to fold and insert pages correctly into a large envelope is:

    A. Fold the bottom edge of the letter up one-third of the page.
    B. Fold the page in half.
    C. Put the letter in the envelope.
    D. Put the last crease in last.

29. The FIRST step to fold and insert pages correctly into a small envelope is:

    A. Fold the pages in thirds.
    B. Fold the pages in fourths.
    C. Insert the first crease first.
    D. Fold the paper in half.

30. Which of the following statements best describes a memo?

    A. The memo is one of the most common styles of business reports prepared in an office.
    B. The memo is used to send information within the company from one person or department to another.
    C. Many businesses are using memos to send information outside the business.
    D. All of the above.

31. All of the following are parts of a memo EXCEPT:

A. Inside address.
B. Dateline.
C. Subject line.
D. Body.

32. An example of a memo guide word is:

A. DATE
B. ADDRESS
C. SUBJECT
D. Both A and C

33. When typing a memo on plain paper, the top margin should be:

A. 1 1/2 inches.
B. 1 inch.
C. 2 inches.
D. 3 inches.

34. When typing a memo on letterhead, begin typing:

A. 2 spaces after the letterhead.
B. 2 1/2 inches after the letterhead.
C. 1 inch below the last line of the letterhead.
D. 5 inches below the last line of the letterhead.

35. The body of the memo should begin:

A. A single space after the last guide word.
B. A triple space after the last guide word.
C. A double space after the last guide word.
D. None of the above.

36. An advantage of using tables and charts is:

A. The information is hard to understand.
B. The charts and tables can easily cause confusion.
C. The information is placed in a style that is short and easy to follow.
D. None of the above.

37. The margins on the entire table should be centered:

A. Vertically only.
B. Horizontally only.
C. Both vertically and horizontally.
D. None of the above.

38. The body of the table should be a:

A. Double space down from the column heading.
B. Single space down from the column heading.
C. Triple space down from the column heading.
D. None of the above.

39. The title of a table should be:

A. Centered.
B. Typed in all capital letters.
C. Both A and B.
D. None of the above.

40. When using tables and charts in a report:

A. The tables and charts may be typed within the body of the report.
B. The tables and charts should never be centered.
C. The tables and charts may be typed on a separate page.
D. Both A and C.

MATCHING

A. Letterhead
B. Memorandum
C. Inside address
D. Salutation
E. AMS simplified
F. Complimentary close
G. Signature line
H. Reference line
I. Attention line
J. Block style
K. Body
L. Dateline

1. A letter type that is full-block to the left with no salutation.

2. One of the most common styles of business reports prepared in an office.

3. Used when a letter is addressed to a company but directed to a person or department.

4. A printed heading containing the name and address of the company.

5. Addresses the person or company.

6. Identifies the typist and writer of the letter.

7. A polite ending to a letter.

8. Tells the person receiving the letter when the letter was typed.

9. Shows the name, title, and address of the person or company to whom the letter is written.

10. Tells the message.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. The __________ notation shows how mail is to be handled when received.

____________________ 2. The __________ notation is used to show the purchase of special postal services and provides directions for sorting mail.

____________________ 3. The __________ line is used when a letter is addressed to a company but directed to a person or department.

____________________ 4. The __________ line is used as a title to the body of the letter.

____________________ 5. __________ notations are used if materials are included with the letter.

____________________ 6. The carbon copy or photocopy notations are typed a __________ space below the reference initials or enclosure notations.

____________________ 7. The AMS simplified letter style is sponsored by the Administrative __________ Society.

____________________ 8. Open punctuation requires __________ time to type.

____________________ 9. __________ punctuation is most commonly used.

____________________ 10. No. __________ are the large envelopes.

____________________ 11. No. __________ are the small envelopes.

____________________ 12. The four guide words normally found on memos are DATE, __________, TO, and SUBJECT.

____________________ 13. When typing a memo, the body begins a __________ space down from the last guide word to begin the body of the memo.

____________________ 14. A __________ or a diagonal line separates the two sets of reference initials.

____________________ 15. When preparing a table, the entire table should be centered __________ and horizontally.

ESSAY

1. List the eight basic parts of a business letter.

(1)

(2)

(3)

(4)

(5)

(6)

(7)

(8)

2. Explain the differences between open punctuation and mixed punctuation.

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ANSWERS

True and False

1. T
2. F
3. F
4. F
5. T
6. T
7. F
8. F
9. T
10. F
11. F
12. T
13. F
14. T
15. T
16. T
17. T
18. F
19. T
20. T
21. T
22. F
23. T
24. T
25. F

Multiple Choice

1. C
2. A
3. B
4. D
5. B
6. D
7. C
8. B
9. A
10. C
11. B
12. C
13. A
14. D
15. A
16. D
17. C
18. D
19. D
20. A
21. B
22. D
23. C
24. A
25. B
26. A
27. C
28. A
29. D
30. D
31. A
32. D
33. A
34. C
35. B
36. C
37. C
38. A
39. C
40. D

Matching

1. E
2. B
3. I
4. A
5. D
6. H
7. F
8. L
9. C
10. K

Fill in the Blank

1. Addressee
2. Mailing
3. Attention
4. Subject
5. Enclosure
6. Double
7. Management
8. Less
9. Mixed
10. 10
11. 6
12. FROM
13. Triple
14. Colon
15. Vertically

Essay

1. The eight basic parts of a business letter are:

    1) The letterhead
    2) The dateline
    3) The inside address
    4) The salutation
    5) The body of the letter
    6) The complimentary close
    7) The signature line
    8) The reference line

2. Answers may vary. Evaluated to the satisfaction of the instructor; however, the following should be included:

    1) Open punctuation uses no punctuation after the salutation and the complimentary close.
    2) Mixed punctuation uses a colon after the salutation and a comma after the complimentary close.

COMPETENCY MATRIX OF TEST BANK QUESTIONS

SECTION I

SECTION I		QUESTION TYPES				
Unit	Comp.	T/F	MC	Match	Fill-in	Essay
1	1	16, 17		All		
	2	1, 3-5	2, 3		2, 5, 15-19	
	3					
	4	2, 6-9, 11	1, 4-10		1, 3, 4	1, 2
	5	10, 12-15 18-25	11-30		6-14, 20	1
2	1	1		All	1	
	2	2, 6	1		9	2
	3	3, 4, 7, 8 10-12	2-8		8, 10	1
	4	5, 9, 13, 15	9-19		2, 3, 5-7	
	5	14	20		4	
	6					
3	1	1-15	1-17	3-10	1-6, 14	1
	2	16, 17	18-21	1	7	
	3	18	22, 23		8, 9	2
	4	19, 20	24-29		10, 11	
	5	21-23	30-35	2	12, 13	
	6	24, 25	36-40		15	
	7					

Business Office Clerical/
Business Office Services

Section II

FILING
TEST BANK

TRUE AND FALSE

1. There are only three filing methods.

2. Subject filing is the process of arranging information alphabetically.

3. File drawer guides are made of heavy cardboard sheets that make it easier and faster for material to be located.

4. Primary guides should be placed at the back of each section.

5. File folders are used to hold, identify, and protect records.

6. You may place as much as you want in a file folder.

7. Folder labels identify the contents of individual file folders.

8. Folder labels should always be handwritten to save time.

9. File folders are the only means of storing information.

10. Many documents are being placed on microfiche.

11. If a document has been given to you to file and no release mark is found, it is still all right to file the document.

12. You should never staple any document before filing it; paper clip it.

13. Indexing is deciding where and in what type of filing system correspondence should be stored.

14. Coding correspondence is the procedure of showing how a record should be filed.

15. Cross-referencing is not important when filing records.

16. You should always rough sort and then fine sort before you begin the process of filing documents.

17. A major reason for misfiling occurs when paper clips attached to documents pick up other documents.

18. The primary sources of filing rules is the Association of Records Managers and Administrators, Inc. (ARMA).

19. The numeric filing system is the easiest to use.

20. Numeric filing is called an indirect-access system because an alphabetic index is needed to determine the number assigned to an individual file.

21. The straight numeric filing system uses folders with one number after the other.

22. The terminal digit filing system uses the last numbers to identify the folder in which the document should be placed.

23. When using the middle digit numeric filing system, group one is the guide number.

24. Alphanumeric systems combine letters and numbers.

25. The chronological filing system can be used as a stand-alone system.

MULTIPLE CHOICE

1. Which of the following is a common filing system?

    A. Alphabetic.
    B. Geographic.
    C. Subject.
    D. All of the above.

2. Which of the following statements about file drawer guides is FALSE?

    A. They serve as signposts.
    B. They are used as an optional feature.
    C. They make it easier and faster for material to be located.
    D. They are made of heavy cardboard.

3. Where should the primary guides be placed in a file drawer?

    A. At the end of each section.
    B. Anywhere in the file drawer.
    C. At the front of each section.
    D. They are not needed.

4. The heavy, manila file folders are used to:

    A. Hold records.
    B. Protect records.
    C. Identify records.
    D. All of the above.

5. All of the following are folder tab cuts EXCEPT:

    A. One-eighth cut.
    B. One-half cut.
    C. One-fifth cut.
    D. One-third cut.

6. Which of the following statements about miscellaneous folders is TRUE?

    A. These folders are placed at the back of the section, right before the next primary guide.
    B. This folder's caption matches the caption on the primary guide.
    C. These folders are used for infrequent correspondents.
    D. All of the above.

7. Which of the following statements about individual folders is TRUE?

    A. The tab caption identifies the name of the account.
    B. Documents within the folder are filed chronologically, with the latest document being first.
    C. Both A and B.
    D. None of the above.

8. As a rule of thumb, how much material should be kept in a file folder?

   A. As much as the folder will hold.
   B. One inch of material.
   C. At least one year of material.
   D. None of the above.

9. When preparing folder labels, all of the following should be completed EXCEPT:

   A. Handwrite the labels.
   B. Make drawer labels.
   C. Type the captions consistently.
   D. Attach the labels to the folder tabs.

10. Types of storage media include:

    A. Paper.
    B. Microfilm.
    C. Magnetic media.
    D. All of the above.

11. All of the following are file cabinet sizes EXCEPT:

    A. Eight-drawer files.
    B. Six-drawer files.
    C. Two-drawer files.
    D. Five-drawer files.

12. Which of the following is NOT a type of file cabinet?

    A. Lateral.
    B. Turn-table.
    C. Rotary.
    D. Tub.

13. Which of the following is NOT a type of microform?

    A. Spectrafiche.
    B. Microfiche.
    C. Microfilm.
    D. Ultrafiche.

14. All of the following are characteristics of the paperless office EXCEPT:

    A. It is projected for the future.
    B. All documents will be on electronic storage media.
    C. No computer knowledge will be necessary.
    D. Some knowledge of data management systems will be necessary.

15. If a release mark is missing on a document that has been placed with the other documents to be filed, what should be done?

    A. File the document.
    B. Return the document to the person in charge of the filing department.
    C. Put the release mark on the document yourself.
    D. Set the document aside and do nothing with it.

16. All of the following should be removed from a document when it is being filed EXCEPT:

    A. Staples.
    B. Paper clips.
    C. Rubberbands.
    D. Pins.

17. When determining the proper caption to use, all of the following should be considered EXCEPT:

    A. Letterhead information.
    B. Signature of the sender.
    C. Reference line.
    D. Subject of the document.

18. Which of the following is a coding method?

    A. Underlining the caption.
    B. Writing the caption on the document.
    C. Circling the caption.
    D. All of the above.

19. Which of the following is a reason to cross-reference a document?

    A. Names which are foreign or unusual.
    B. Women who have maiden and married names.
    C. Uncertainty of how the document should be filed.
    D. All of the above.

20. The FIRST step in sorting records is to:

    A. Fine sort.
    B. Rough sort.
    C. Single sort.
    D. Double sort.

21. Which of the following is a cause of misfiling?

    A. Carelessness.
    B. Improper coding.
    C. Improper filing equipment.
    D. All of the above.

22. Which of the following is a careless cause for misfiling?

    A. Leaving a paper clip attached to a document.
    B. Placing one folder inside of another folder.
    C. Both A and B.
    D. None of the above.

23. Which of the following is a way to prevent the loss of records?

    A. Use paper clips.
    B. Return folders immediately to the file drawer.
    C. Raise the folder in which the record is to be stored.
    D. Both B and C.

24. Which of the following BEST describes alphabetic filing?

    A. It is an indirect-access system.
    B. It is a single-access system.
    C. It is a direct-access system.
    D. It is a multi-access system.

25. An example of the straight alphabetic filing method is:

    A. Classification by name.
    B. Classification by date.
    C. Classification by subject.
    D. Classification by location.

26. Which of the following filing systems is the easiest to introduce?

    A. Numeric.
    B. Geographic.
    C. Alphabetic.
    D. Subject.

27. All of the following are characteristics of a numeric filing system EXCEPT:

    A. Some form of register is used to list previous numbers.
    B. Numbers must always be consecutive.
    C. The alphabetic card index cross-references the numbered files.
    D. It is generally used for pre-numbered documents.

28. Which of the following BEST describes numeric filing?

    A. It is an indirect-access system.
    B. It is a single-access system.
    C. It is a direct-access system.
    D. It is a multi-access system.

29. If using the terminal digit system for filing, the first group specifies the:

    A. Guide number.
    B. Drawer number.
    C. Folder number.
    D. None of the above.

30. If using the terminal digit system for filing, the third group specifies the:

    A. Guide number.
    B. Drawer number.
    C. Folder number.
    D. None of the above.

31. If you are using the terminal digit system for filing, the second group specifies the:

    A. Guide number.
    B. Drawer number.
    C. Folder number.
    D. None of the above.

32. You are requested to look up a file with the number 572345. If you are using the terminal digit system, which is the drawer number?

    A. 57
    B. 45
    C. 23
    D. None of the above.

33. You are requested to look up a file with the number 728912. If you are using the terminal digit system, which is the guide number?

A. 72
B. 12
C. 89
D. None of the above.

34. If using the middle digit system for filing, the first group specifies the:

A. Drawer number.
B. Guide number.
C. Folder number.
D. None of the above.

35. If using the middle digit system for filing, the second group specifies the:

A. Drawer number.
B. Guide number.
C. Folder number.
D. None of the above.

36. If using the middle digit system for filing, the third group specifies the:

A. Drawer number.
B. Guide number.
C. Folder number.
D. None of the above.

37. You are requested to look up a file with the number 224488. If you are using the middle digit system, which is the folder number?

A. 88
B. 22
C. 44
D. None of the above.

38. You are requested to look up a file with the number 993366. If you are using the middle digit system, which is the guide number?

A. 33
B. 66
C. 99
D. None of the above.

39. All of the following are variations of the subject-numeric filing system EXCEPT:

A. Multi-numeric.
B. Decimal-numeric.
C. Simple-numeric.
D. Duplex-numeric.

40. Which of the following is included in an alphanumeric filing system?

A. Letters.
B. Numbers.
C. Both A and B.
D. None of the above.

MATCHING 1

A. Caption
B. Centralized
C. Decentralized
D. Folder
E. Given name
F. Guides
G. Label
H. Primary guides
I. Retrieval
J. Score marks
K. Subject filing
L. Indexing

1. System of filing correspondence alphabetically by content.

2. Markers that are positioned to show the key alphabetic division in a file.

3. Birth name.

4. The written, typed, or printed heading on tabs or guides.

5. A storage system in which all company files are located in a central area.

6. Locating records that are stored in the files.

7. Attached to the tab of a folder that identifies the contents of the folder.

8. Indented or raised lines on the fold of a file folder.

9. Stiff pieces of cardboard that divide a file drawer into sections.

10. The container that holds the materials in the file drawer.

MATCHING 2

A. Active records
B. Alphabetizing
C. Alphanumeric
D. Ascending
E. Chronological
F. Coding
G. Cross-referencing
H. Direct-access
I. Key unit
J. Surname
K. Tab
L. Unit

1. A field or category within a record that is used to identify, select, or sort records.

2. Regularly used records that must be accessible.

3. Messages that refer to another location.

4. A person's last name or family name.

5. A segment of a name used in determining the alphabetic order in a filing system.

6. Marking units in a filing segment.

7. Files are arranged by date or time.

8. Data items that may contain digits, letters, or special characters.

9. Putting names in order according to the letters of the alphabet.

10. A filing system that allows the user to go directly to the files.

MATCHING 3

A. Alphanumeric
B. Ascending
C. Consecutive-numeric
D. Descending
E. Indirect-access
F. Middle-digit
G. Numeric filing
H. Sort
I. Store
J. Terminal-digit
K. Tickler file
L. Transfer

1. Arrange records according to a predetermined sequence.

2. The user must first refer to an index before the record can be located.

3. Arranged in sequence from highest to lowest.

4. A file organized by the day of the month.

5. A filing system that uses the final number to show where to locate a file.

6. The orderly movement of records from active to inactive.

7. Straight numeric.

8. Data arranged in order from lowest to highest.

9. A filing system using the middle digits to classify records.

10. File records according to the alphabet, subject, date, or number.

FILL IN THE BLANK

INSTRUCTIONS: **Place the appropriate word or words in the blank.**

____________________ 1. Arranging names or information by letters is _________ filing.

____________________ 2. Arranging information by location is _________ filing.

____________________ 3. Arranging information by a specific topic is _________ filing.

____________________ 4. There should be no more than ________ guides in each file drawer.

____________________ 5. ________ folders hook onto rails along the sides of the file drawers.

____________________ 6. ________ is the oldest type of microforms.

____________________ 7. Another name for a caption is the ________.

____________________ 8. When beginning the filing process, ________ any torn papers.

____________________ 9. Individual names are filed under the ________ name.

____________________ 10. In ________ filing, records are arranged according to time sequence.

ESSAY

1. In your own words, define micrographics.

2. Identify three reasons for misfiling.

   (1)

   (2)

   (3)

3. List three characteristics of the numeric filing system.

   (1)

   (2)

   (3)

ANSWERS

True and False

1.	F	6.	F	11.	F	16.	T	21.	T
2.	F	7.	T	12.	F	17.	T	22.	F
3.	T	8.	F	13.	T	18.	T	23.	T
4.	F	9.	F	14.	T	19.	T	24.	T
5.	T	10.	T	15.	F	20.	T	25.	T

Multiple Choice

1.	D	9.	A	17.	C	25.	A	33.	C
2.	B	10.	D	18.	D	26.	A	34.	B
3.	C	11.	A	19.	D	27.	B	35.	A
4.	D	12.	B	20.	B	28.	A	36.	C
5.	A	13.	A	21.	D	29.	C	37.	A
6.	D	14.	C	22.	C	30.	B	38.	C
7.	C	15.	B	23.	D	31.	A	39.	A
8.	B	16.	A	24.	C	32.	B	40.	C

Matching 1

1.	K	6.	I
2.	H	7.	G
3.	E	8.	J
4.	A	9.	F
5.	B	10.	D

Matching 2

1.	I	6.	F
2.	A	7.	E
3.	G	8.	C
4.	J	9.	B
5.	L	10.	H

Matching 3

1.	H	6.	L
2.	E	7.	C
3.	D	8.	B
4.	K	9.	F
5.	J	10.	I

Fill in the Blank

1. Alphabetic
2. Geographic
3. Subject
4. 25
5. Hanging or suspension
6. Microfilm
7. Heading
8. Tape
9. Last
10. Chronological

Essay

1. Micrographics is the process of reproduction of information on some type of microform.

2. Any three of the following; however, others may be possible. Evaluated to the satisfaction of the instructor.

    1. Carelessness.
    2. Documents picked up by a paper clip.
    3. Placing a folder inside of another folder.
    4. Improper equipment.
    5. Overstuffing file drawers.
    6. Improper coding.

3. Any three of the following; however, others may be possible. Evaluated to the satisfaction of the instructor.

    1. Main numeric file.
    2. A register, accession record, or acquisition book lists all of the previously assigned file numbers.
    3. Alphabetic card index serves to cross-reference numbered files.
    4. Documents are arranged in consecutive order in the miscellaneous alphabetic correspondence file.
    5. Generally used for prenumbered documents and for large quantities of names.

TRUE AND FALSE

1. One of the objectives of using a database is to decrease accuracy.
2. When using a database, you do not have to make the same correction many times.
3. An advantage of using a database management system is that a record only needs to be updated once.
4. When using a database, all the data are stored at one central location which can cause problems with security.
5. A disadvantage of using a database is that anyone can get into a file and find out information.
6. One of the purposes of a database is to ONLY delete files.
7. A field is a group of records.
8. A typical database management application may include accounting.
9. The Database Management System allows the user to ONLY enter new records.
10. A database management system allows you to enter information into empty fields.
11. Once the records are entered into the database, the records cannot be sorted.
12. If searching for a particular record, the user can search ONLY by name.
13. Reports cannot be printed from a database.
14. When updating files, you must first delete the file and then reenter it.
15. An example of a relational operator is greater than (>) or less than (<).

MULTIPLE CHOICE

1. The CD in CD-ROM means:

   A. Creative disk.
   B. Compact disk.
   C. Controlling disk.
   D. None of the above.

2. All of the following are advantages of database management systems EXCEPT:

   A. Only one user can work with the database.
   B. Adding and changing data easily.
   C. The system is normally reliable.
   D. Better security.

3. All of the following are objectives of using a database EXCEPT:

   A. Decreases repetitive work.
   B. Eliminates inaccuracy.
   C. Decreases efficiency.
   D. Increases accuracy.

4. Which of the following is a disadvantage of the database?

   A. Privacy can be invaded.
   B. Only one file can be accessed at a time for changes.
   C. Loss of control over the data.
   D. All of the above.

5. A piece of information in a record, such as name, phone, etc. is a:

   A. Field.
   B. Record.
   C. File.
   D. Database.

6. A group of records with some element in common is a:

   A. Field.
   B. Record.
   C. File.
   D. Database.

7. A collection of data relating to a subject, organized to make information accessible for a variety of needs is a:

   A. Field.
   B. Record.
   C. File.
   D. Database.

8. A group of fields for one individual is a:

   A. Field.
   B. Record.
   C. File.
   D. Database.

9. All of the following are purposes of a database EXCEPT:

   A. Printing all or part of a file. C. Searching for data.
   B. Privacy. D. Sorting data.

10. Search commands include all of the following EXCEPT:

    A. Seek. C. Find.
    B. Locate. D. Ask.

11. A query is a(n):

    A. Question. C. Field.
    B. Information card. D. Record.

12. How many records can be entered into the database at one time?

    A. 1 C. 3
    B. 2 D. 4

13. All of the following are logical operators EXCEPT:

    A. AND C. OR
    B. ELSE D. NOT

14. How many different forms can be designed for a database?

    A. 1 C. 10
    B. 5 D. Unlimited.

15. A typical database management application includes:

    A. Accounting. C. Medical.
    B. Sports. D. All of the above.

MATCHING

A. Category
B. CD-ROM
C. Create
D. Criteria
E. Database
F. Default
G. Field
H. Key
I. Prompt
J. Query language
K. Record
L. Retrieval
M. Schema
N. Select
O. Truncate

1. An item of data within a record.

2. One or more related items of data stored as a unit.

3. To drop or cut off characters in a field to make it a certain length.

4. A class of data such as a name, date, cost, or part number.

5. To choose records from a file according to rules or criteria.

6. The automatic value of an option if the user does not specify a choice.

7. A symbol or word to inform the user that a response is needed.

8. Locating records that are stored in the files.

9. The rules used for selecting records from the database.

10. A map of the logical structure of a database.

11. Establishing the records and fields to be used in a database.

12. A field or category within a record that is used to identify, select, or sort records.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. ________ sequence is arranged in order from lowest to highest.

____________________ 2. ________ sequence is arranged in order from highest to lowest.

____________________ 3. ________ users can work with the database from different locations.

____________________ 4. The ________ is a high-level, English-like language used with a database to make requests.

____________________ 5. To ________ is to remove a record from a file.

____________________ 6. If a person needs to find a name, that person would use the ________ function.

____________________ 7. The ________ is the printed output.

____________________ 8. The three fields of a database include alphabetic, numeric, and ________.

____________________ 9. Most commands can be selected from a ________.

____________________ 10. An example of a _______ operator is equal to or greater than.

ESSAY

1. List the four objectives of using a database.

(1)

(2)

(3)

(4)

2. List four typical database management applications.

(1)

(2)

(3)

(4)

ANSWERS

True and False

1. F
2. T
3. T
4. F
5. T
6. F
7. F
8. T
9. F
10. T
11. F
12. F
13. F
14. F
15. T

Multiple Choice

1. B
2. A
3. C
4. D
5. A
6. C
7. D
8. B
9. B
10. D
11. A
12. A
13. B
14. D
15. D

Matching

1. G
2. K
3. O
4. A
5. N
6. F
7. I
8. L
9. D
10. M
11. C
12. H

Fill in the Blank

1. Ascending
2. Descending
3. Many or multiple
4. Query
5. Delete
6. Search
7. Report
8. Alphanumeric
9. Menu
10. Relational

Essay

1. The four objectives of using a database are:
    1) Decreases repetitive work.
    2) Increases accuracy.
    3) Eliminates inaccuracy.
    4) Increases efficiency.

2. Any four of the following may be included:
    1) Accounting
    2) Agriculture
    3) Construction
    4) Financial
    5) Medical
    6) Real estate
    7) Sports
    8) Miscellaneous

COMPETENCY MATRIX OF TEST BANK QUESTIONS

SECTION II

SECTION II		QUESTION TYPES				
Unit	**Comp.**	**T/F**	**MC**	**Match**	**Fill-in**	**Essay**
1						
Mod A	1			1) All	2, 3, 7	
	2	1, 2	1, 6-9, 15		4	
	3	3-8	2-4, 16		5	
	4	9	5, 11, 12			
	5	10	10, 13, 14		6	1
Mod B	1		24	2) All	1	
	2	11, 15, 16	19, 20		9	
	3	12, 17	21-23		8	2
	4	13, 14, 18	17, 18, 25			
	5	13, 14, 18	17, 18, 25			
Mod C	1			3) All		
	2	19, 20	26-28			3
	3	21-23	29-31, 34-36			
	4	24, 25	32, 33, 37-40		10	
2	1	7	1, 5-8, 11	All	1, 2, 4, 5, 7	
	2	1-6, 8-15	2-4, 9, 10, 12-15		3, 6, 8-10	1, 2

Business Office Clerical/
Business Office Services

Section III

OPERATING OFFICE MACHINES

TEST BANK

TRUE AND FALSE

1. Special tools are NOT needed to do basic layout and design.
2. Some of the supplies needed to do layout and design include paper stock, clear tape and grids.
3. A waxer and a light table are two pieces of equipment that aid in layout and design.
4. When measuring, be sure to place the ruler at the MIDDLE of the measurement on the ruler.
5. The pica is the smallest unit of measurement.
6. An em is one-half the width of the en.
7. When measuring type, measure from the bottom of the descender to the top of the ascender.
8. The line length is also known as measure.
9. The printer's line gauge measures ONLY inches.
10. Points and picas are used to measure and designate type sizes.
11. The thermal mastermaker is used to prepare a stencil for the stencil duplicator.
12. The platemaking process is used to make a duplicated master for the fluid duplicator.
13. White space should be used carefully because too much white space makes the printed material hard to read.
14. One of the purposes of a layout is to attract attention.
15. A thumbnail sketch is the final copy of the layout.
16. Courier type size is the ONLY style that is available on typewriters.
17. The type style and the paper should be in harmony.
18. Selecting the right type of paper is an important consideration when doing layout and design.
19. The grain of the paper is the direction the fibers run.
20. Tearing is the only method of testing for the paper grain.
21. A ream of paper is 24 to 25 sheets.

22. The regular or standard size paper is 8 1/2 x 11 inches.

23. Bond and book paper are two types of paper classifications.

24. You do NOT need special paper for the fluid duplicator.

25. Paper moisture content has a great deal to do with the condition of the paper.

MULTIPLE CHOICE

1. Which of the following is used for measuring and drawing lines?

    A. Triangle.
    B. Ruler.
    C. X-acto knife.
    D. Template.

2. Which of the following is a three-sided template?

    A. Triangle.
    B. Ruler.
    C. X-acto knife.
    D. Printer's line gauge.

3. Which of the following is a flat, plastic device used to assist when creating graphics?

    A. Stylus.
    B. Eraser.
    C. X-acto knife.
    D. Template.

4. Which of the following is used for stencils and for applying pressure-sensitive letters?

    A. T square.
    B. Burnisher.
    C. X-acto knife.
    D. Printer's line gauge.

5. Which of the following is a sharp-pointed object used for cutting?

    A. T square.
    B. Burnisher.
    C. X-acto knife.
    D. Printer's line gauge.

6. Which of the following is also called a printer's ruler?

    A. T square.
    B. Burnisher.
    C. X-acto knife.
    D. Printer's line gauge.

7. Which of the following is NOT a supply needed for layout and design?

    A. Erasers.
    B. Pressure-sensitive letters and tape.
    C. A copy machine.
    D. Clip art.

8. Which of the following is equipment needed for layout and design?

    A. Strip printer.
    B. Computer.
    C. Typewriter.
    D. All of the above.

9. Which of the following is a procedure for measuring?

   A. Be sure to place the ruler at the beginning of the object being measured.
   B. Know how close the measurement must be.
   C. Know the scale graduation of the ruler.
   D. All of the above.

10. Which of the following is a FALSE statement about the point measurement?

   A. It is the smallest unit of measurement.
   B. It is used to measure type, body size, and leading.
   C. It is the square of the size of any type.
   D. It equals approximately 1/72 of an inch.

11. Which of the following is a FALSE statement about the pica measurement?

   A. Six picas equal approximately one inch.
   B. It is one-half the width of the em.
   C. It equals exactly 12 points.
   D. It is used to measure line length.

12. Blank type used to indent and to use space at the ends of lines in typed composition is a:

   A. Quad.
   B. Em.
   C. 3-em space.
   D. Thin space.

13. Which of the following is usually the 4- and 5-em space?

   A. Quad.
   B. Em.
   C. 3-em space.
   D. Thin space.

14. Which of the following is 1/3 of an em that is the normal spacing between words?

   A. Quad.
   B. Em.
   C. 3-em space.
   D. Thin space.

15. Nine points are equal to:

   A. 3/4 pica.
   B. 1/8 inch.
   C. Both A and B.
   D. None of the above.

16. 72 points are equal to:

   A. Six picas.
   B. One inch.
   C. Both A and B.
   D. None of the above.

17. Which of the following is a FALSE statement about body size?

    A. It is measured in picas.
    B. It is measured from the bottom of the descender to the top of the ascender.
    C. Refers to the height of a particular type.
    D. It is measured in points with a line gauge.

18. Which of the following is a FALSE statement about line length?

    A. It is also known as measure.
    B. It is measured in picas with a line gauge.
    C. It refers to the height of a particular type.
    D. It should be appropriate to the type size.

19. Which of the following is a TRUE statement about the printer's line gauge?

    A. It was adopted by the U. S. in 1887.
    B. It is the only measuring device used by U. S. printers.
    C. It was invented by Pierre Fourierin in 1737.
    D. All of the above.

20. Which of the following is used to make a master for the fluid duplicator?

    A. Electronic stencilmaker.
    B. Photocopier.
    C. Platemaking process.
    D. Thermal mastermaker.

21. Which of the following is used to make an exact duplicate of the original?

    A. Electronic stencilmaker.
    B. Photocopier.
    C. Platemaking process.
    D. Thermal mastermaker.

22. Which of the following is used to prepare a stencil for the stencil duplicator?

    A. Electronic stencilmaker.
    B. Photocopier.
    C. Platemaking process.
    D. Thermal mastermaker.

23. Which of the following is used to prepare offset masters for the offset duplicator?

    A. Electronic stencilmaker.
    B. Photocopier.
    C. Platemaking process.
    D. Thermal mastermaker.

24. Which of the following is a consideration for copy preparation?

    A. Color of ink to be used.
    B. Type of paper to be used.
    C. Type of letter style and size to be used.
    D. All of the above.

25. How should the effect or tone be displayed?

    A. A formal message needs formal type.
    B. A light and airy message needs dainty type.
    C. A strong, powerful message needs bold type.
    D. All of the above.

26. Which of the following is a type of balance?

    A. Formal balance.
    B. Informal balance.
    C. Both A and B.
    D. None of the above.

27. Which of the following is a purpose of a layout?

    A. To create interest.
    B. To create desire.
    C. To tell how to satisfy the desire.
    D. All of the above.

28. Which of the following is the FIRST stage of developing a layout?

    A. Rough layout.
    B. Thumbnail sketches.
    C. Comprehensive layout.
    D. Printing layout.

29. Which of the following is the SECOND stage of developing a layout?

    A. Rough layout.
    B. Thumbnail sketches.
    C. Comprehensive layout.
    D. Printing layout.

30. Which of the following is the THIRD stage of developing a layout?

    A. Rough layout.
    B. Thumbnail sketches.
    C. Comprehensive layout.
    D. Printing layout.

31. Which of the following is included in the thumbnail sketch stage of a layout?

    A. Small sketches are prepared to show ideas for the layout.
    B. It is a method of finding the best layout.
    C. Both A and B.
    D. None of the above.

32. Which of the following is NOT a part of the rough layout?

    A. Looks exactly like the final copy of the layout.
    B. Helps in visualizing the spacing, balance, and emphasis.
    C. Shows the full size of a layout.
    D. Gives an idea of illustration and type size.

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33. Which of the following is included in the comprehensive layout?

A. It will look very close to the final product.
B. It must be approved before printing.
C. It shows sizes of types, illustrations, and spaces marked for photographs.
D. All of the above.

34. Which of the following is NOT a typewriter element style?

A. Helvetica.
B. Prestige.
C. Italics.
D. Gothic

35. Which of the following is a consideration for paper selection?

A. Paper size.
B. Paper grain.
C. Cost.
D. All of the above.

36. Which of the following paper grain is better for feeding into a duplicating machine?

A. Long grain.
B. Short grain.
C. Vertical grain.
D. Both A and C.

37. Which of the following paper grain is better for typing and filing?

A. Horizontal grain.
B. Short grain.
C. Both A and B.
D. None of the above.

38. Which of the following is a test for grain direction?

A. Folding.
B. Bending.
C. Tearing.
D. All of the above.

39. Which of the following is NOT a type of paper finish?

A. Rippled or wavy.
B. Hard or soft.
C. Coarse, smooth, or textured.
D. Glossy or dull.

40. Which of the following is NOT a way to determine the front side of a sheet of paper?

A. The watermark is right side up.
B. The front side does NOT provide the best typing and duplicating.
C. Usually a silver coin will make a mark on the front side.
D. The paper is packaged so that it is lying front side up as the label is read.

41. Which of the following is NOT a paper measurement?

A. One lot.
B. One bale.
C. One quire.
D. One ream.

42. Which of the following is a paper sheet size?

A. Monarch-size.
B. Baronial-size.
C. Legal-size.
D. All of the above.

43. Which of the following is a type of paper classification?

A. Bristol paper.
B. Tag board.
C. Cover paper.
D. All of the above.

44. Which of the following is a characteristic of bond paper?

A. Used for printing letterhead and office forms.
B. Has 12- to 24-pound base weight.
C. It normally has a watermark.
D. All of the above.

45. Which of the following is a characteristic of bristol paper?

A. It is used for index cards, business cards, and announcements.
B. It is thicker than bond paper.
C. Both A and B.
D. None of the above.

46. Which of the following is a characteristic of duplicating bonds used for fluid duplication?

A. Has a slick, smooth surface to control the quality of dye.
B. Has 16- to 110-pound weight.
C. Is most common in 16-pound weight.
D. All of the above.

47. Which of the following is a characteristic of book paper?

A. Used in textbooks.
B. Commonly has 18-pound base weight.
C. Comes coated or uncoated.
D. All of the above.

48. Which of the following is a characteristic of mimeo-bond paper?

A. It has a coarse texture for absorbing ink.
B. Commonly found in 16-, 20-, 24-, and 28- pound base weights.
C. Both A and B.
D. None of the above.

49. Which of the following is a characteristic of cover paper?

A. It is used for covers of books, brochures, menus, etc.
B. Comes coated and uncoated.
C. Base weights are heavy with a 65-pound standard weight.
D. All of the above.

50. Which of the following is a characteristic of offset paper?

A. Has a sizing added to resist the moisture of offset printing.
B. Commonly found in 50-, 60-, or 70-pound base weights.
C. Both A and B.
D. None of the above.

51. Which of the following is a characteristic of thin papers?

A. Includes onionskin, manifold, and tissue.
B. Has a 9-pound base weight.
C. Both A and B.
D. None of the above.

52. Which of the following is a characteristic of print papers?

A. Includes newsprint for newspaper.
B. Has a soft, nondurable, highly absorbent finish.
C. Both A and B.
D. None of the above.

53. Which of the following is a characteristic of tag board?

A. Has a high finish but a coarse texture to give a good writing surface.
B. Used for identification tags, craft wrapping, etc.
C. Both A and B.
D. None of the above.

54. What happens when dry paper absorbs moisture at the exposed edges?

A. It becomes wavy across the grain.
B. The paper is poorly made.
C. The edges of the paper shrink.
D. None of the above.

55. What happens to moist paper when it is exposed to dry air?

A. It becomes wavy across the grain.
B. The paper is poorly made.
C. The edges of the paper shrink.
D. None of the above.

MATCHING 1

A. Ascender
B. Balance
C. Base line
D. Base sheet
E. Bevelling
F. Centering scale
G. Descender
H. Emphasis
I. Font
J. Guide sheet
K. Layout
L. Leading
M. Line gauge
N. Paste-up master
O. Printer's line gauge
P. Serif
Q. Spacing
R. Line of golden proportion

1. A scale to find the center of the paper.
2. Spacing between letters or between lines of type.
3. Above center on a page.
4. Arranging words or letters in proper intervals.
5. The part of a letter below the base line.
6. Arranging the characters on a page in a pleasing way.
7. A sheet to which cutouts have been waxed.
8. A method of tearing the paper in the cut-and-paste stage used to prevent an outline shadow.
9. A scale used by a printer, showing both inches and picas.
10. A ruler showing inches, points, and picas.
11. The paper placed under the base sheet which helps in drawing the guidelines on the base sheet.
12. A light line or stroke coming from the main stroke in a letter.
13. The line of writing on which the main part of the letters rest.
14. Arrangement of elements on a page to attract most attention to the most important element.
15. Process to put together all pieces of composition into a form that meets quality desired and requirements of the client.

MATCHING 2

A. Body size
B. Dimension
C. Eighth
D. Em
E. En
F. Foot
G. Fraction
H. Graduation
I. Half
J. Inch
K. Measurement
L. Pica
M. Point
N. Quarter
O. Sixteenth
P. Whole number
Q. Yard

1. A measure of length equal to 1/12 foot.
2. A measure of length equal to 3 feet, or 36 inches.
3. The mark on a measuring tool indicating a certain size or amount.
4. Measurement from the bottom of the descender to the top of the ascender.
5. The act of finding the size of an object.
6. Measurement in length, width, height, or distance around.
7. Unit of measure for sizing printer's type; there are 6 to 1 inch.
8. A measure of length containing 12 inches.
9. A unit of measure for sizing printer's type; 72 to 1 inch or 12 to 1 pica.
10. The square of a given type size.
11. Any natural number that s not broken into parts.
12. One-half the width of the square of a given type size.
13. A measure of length, when referring to inches, consists of 1/2 inch.
14. A measure of length consisting of 1/16 inch.
15. A part of a whole number.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. A point equals approximately __________ inch(es).

____________________ 2. __________ picas equal 36 points.

____________________ 3. White space is _________ space that is used to help with readability.

____________________ 4. __________ letters are preprinted on a waxed surface that can be transferred to another paper.

____________________ 5. The __________ sketch includes the beginning ideas of layouts done on a small scale to choose the best arrangement.

____________________ 6. __________ is the center of visual impact, or focal point of a page.

____________________ 7. __________ is matching the paper and type to the message being printed.

____________________ 8. The __________ layout is camera-ready or ready to be copied.

____________________ 9. Paper that is poorly made will often _________.

____________________ 10. The edges of paper will _________ when moist paper is in dry air.

ESSAY

1. List five tools needed to do basic layout and design.

1)

2)

3)

4)

5)

2. In your own words, explain each of the following grain tests.

1) Tearing

2) Folding

3) Bending

ANSWERS

True and False

1. F
2. T
3. T
4. F
5. F
6. F
7. T
8. T
9. F
10. T
11. F
12. F
13. F
14. T
15. F
16. F
17. T
18. T
19. T
20. F
21. F
22. T
23. T
24. F
25. T

Multiple Choice

1. B
2. A
3. D
4. B
5. C
6. D
7. C
8. D
9. D
10. C
11. B
12. A
13. D
14. C
15. C
16. C
17. A
18. C
19. D
20. D
21. B
22. A
23. C
24. D
25. D
26. C
27. D
28. B
29. A
30. C
31. C
32. B
33. D
34. A
35. D
36. D
37. C
38. D
39. A
40. B
41. A
42. D
43. D
44. D
45. C
46. D
47. D
48. C
49. D
50. C
51. C
52. C
53. C
54. A
55. C

Matching 1

1. F
2. L
3. R
4. Q
5. G
6. B
7. N
8. E
9. M
10. O
11. J
12. P
13. C
14. H
15. K

Matching 2

1. J
2. Q
3. H
4. A
5. K
6. B
7. L
8. F
9. M
10. D
11. P
12. E
13. I
14. O
15. G

Fill in the Blank

1. 1/72
2. 3
3. Blank
4. Pressure-sensitive
5. Thumbnail
6. CVI
7. Fitness
8. Comprehensive
9. Shrink or curl
10. Shrink

Essay

1. Any five of the following may be used.

    1) Ruler
    2) T square
    3) Burnisher
    4) X-acto knife
    5) Printer's line gauge
    6) Triangle
    7) Template

2. Evaluated to the satisfaction of the instructor. The following are guidelines for definitions.

    1) **Tearing--**tear the sheet of paper from the end and from the side. The cleanest tear is with the grain direction.

    2) **Folding--**fold and crease the paper sharply in both directions. The smoothest crease is with the grain.

    3) **Bending--**hold the sheet of paper first at one edge, then the other. The side producing the greatest sag is the direction of the grain.

INSTRUCTIONS

The following list of machines corresponds to the questions included in this module. This was done so that if a particular machine is unavailable, you could delete the specific questions related to that machine.

True and False

1. Collator
2. Collator
3. Collator
4. Cutter
5. Cutter
6. Cutter
7. Cutter
8. Cutter
9. Drill
10. Drill
11. Stapler
12. Stapler
13. Stapler
14. Stapler
15. Stapler
16. Folder
17. Folder
18. Folder
19. Press
20. Press
21. Press
22. Punch
23. Punch
24. Punch
25. Punch
26. Punch
27. Punch
28. Punch
29. Jogger
30. Jogger

Multiple Choice

1. Collator
2. Collator
3. Collator
4. Collator
5. Cutter
6. Cutter
7. Cutter
8. Cutter
9. Drill
10. Drill
11. Drill
12. Stapler
13. Stapler
14. Stapler
15. Stapler
16. Folder
17. Folder
18. Folder
19. Press
20. Press
21. Press
22. Press
23. Punch
24. Punch
25. Punch
26. Punch
27. Punch
28. Punch
29. Jogger
30. Jogger

Matching 1

1. Stapler
2. Drill
3. Collator
4. Collator
5. Drill
6. Stapler
7. Stapler
8. Cutter
9. Collator
10. Collator
11. Drill
12. Collator
13. Stapler
14. Collator
15. Stapler

Matching 2

1. Folder
2. Press
3. Press
4. Punch
5. Folder
6. Folder
7. Punch
8. Press
9. Punch
10. Folder
11. Press
12. Press
13. Punch
14. Punch
15. Jogger

Fill in the Blank

1. Collator
2. Cutter
3. Drill
4. Stapler
5. Stapler
6. Folder
7. Press
8. Collator
9. Drill
10. Punch

TRUE AND FALSE

1. The collator is also called a gathering machine.
2. When using the collator, NEVER unfasten the feeder fingers in the bins.
3. ALWAYS turn the collator on before plugging the machine into the socket.
4. One of the purposes for the paper cutter is to provide an accurate cut on a stack of papers.
5. When using the paper cutter, two or more people should work on it at the same time.
6. The scale on the paper cutter is ALWAYS shown in centimeters.
7. When operating the paper cutter, be sure to check that the safety lever is attached.
8. The paper cutter does NOT have a safety catch.
9. The paper drill is used to put holes in paper.
10. You do NOT have to worry about the speed or pressure of the paper drill while it is in operation.
11. When operating the saddleback stapler, first remove the faceplate and then release the tension knob.
12. When operating the saddleback stapler, NEVER remove the pusher rod.
13. When clearing a staple jam in the saddleback stapler, NEVER remove the faceplate.
14. When stapling stacks of paper with the saddleback stapler, the saddle table should be flat.
15. When stapling booklets with the saddleback stapler, the saddle table should be at an angle.
16. When using the paper folder, the paper is fed into the folder, and then it passes onto the lower fold plate.
17. When using the paper folder, be sure to tie your hair back to avoid getting it into the folder rollers.
18. When preparing to operate the paper folder, ALWAYS set the lower fold plate first.
19. The padding press does NOT have a clamping device.
20. Before using the padding press, paper should first be jogged.
21. When operating the padding press, the pads are cemented from the FRONT.

22. One of the purposes of the punch and binder is to bind loose sheets of paper together.

23. The edges of paper and plastic binders are NOT sharp.

24. When using the punch and binder, you do NOT have to adjust the margins.

25. When using the punch and binder, you should pull the handle with a quick, forward stroke.

26. The right size for a binder is one that is about one inch larger than the thickness of the book.

27. Coversets are usually SMALLER than the paper sheets.

28. The paper punchings in the paper chip tray will NEVER cause a jam.

29. The paper jogger is a machine which puts sheets of paper in an even stack.

30. After putting the paper into the jogger, you should hold the paper steady with one hand while turning the machine ON with the other hand.

MULTIPLE CHOICE

1. Which of the following is NOT a characteristic of a collator?

   A. It helps assemble separate sheets of paper.
   B. It provides an accurate cut on pieces of paper.
   C. The machine contains from 8 to 150 bins.
   D. The rollers force one sheet of paper at a time from the bin.

2. Which of the following is NOT a safety rule for operating the collator?

   A. Always overload the machine.
   B. Be sure to unfasten feeder fingers in the bins that will not be used.
   C. Always fan and jog the paper before loading the machine.
   D. Check the feeder rollers to see that they are clean.

3. Which of the following is a procedure for fanning and jogging paper?

   A. Bend the stack of paper with the ends about two inches apart.
   B. Keep firm pressure between the thumb and fingers on the edges of the stack, and reduce the bend until the stack of paper straightens out.
   C. Do not use thumb pressure when bending the paper.
   D. All of the above.

4. Which of the following is NOT a loading or operating procedure for the collator?

   A. Lift the feeder fingers upward until the magnet catches the fingers and holds them in place.
   B. Do not overload a tray.
   C. Never adjust the paper in each bin.
   D. Continue gathering sheets until one of the trays is empty.

5. Which of the following is a purpose of using a paper cutter?

   A. To provide accurate cutting of paper.
   B. To accurately cut small pages from large sheets of paper.
   C. Both A and B.
   D. None of the above.

6. Which of the following is NOT a safety rule for operating the paper cutter?

   A. Lift the cutter handle after each cut to engage the safety latch.
   B. Make sure the cutter bed area is cluttered.
   C. Make sure the cutter blade is sharp.
   D. Keep one hand on the cutter handle and the other hand on the paper clamp while making a cut.

7. Which of the following is a TRUE statement about the cutting scale on a paper cutter?

   A. The scale is usually shown in inches.
   B. If the alignment is correct, the cut paper will be the same size as the measurement shown on the scale.
   C. The scale shows the distance from the backstop to the line of the cut.
   D. All of the above.

8. Which of the following is NOT an operating procedure for using the paper cutter?

   A. The paper does not need to be jogged.
   B. Engage the paper clamp to hold the paper securely.
   C. Check the safety lever to be sure it is attached.
   D. Set the indicator on the scale for the required number.

9. Which of the following is a purpose of using a paper drill?

   A. It is used to put holes in paper.
   B. After the holes are drilled, it makes it easier to place paper materials neatly in folders or loose-leaf binders.
   C. Both A and B.
   D. None of the above.

10. Which of the following is NOT a safety rule for operating a paper drill?

    A. Operate the machine without knowing the machine.
    B. Keep the work area around the paper drill clean.
    C. Keep hands away from the tip of the bit.
    D. Examine the drill bit often to see if it is clogged or plugged up.

11. Which of the following is NOT an operating procedure for using the paper drill?

    A. Set the backstop at the proper depth.
    B. Pull the handle down until the drill bit guard is resting on the paper.
    C. Do not mark the paper for drilling.
    D. Hold the paper in place with one hand, and with the other hand, guide the bit down through the marked area of the paper.

12. Which of the following is a safety rule for using the saddleback stapler?

    A. Release tension knob before removing the faceplate.
    B. Be sure the stapler is clamped securely before you operate the machine.
    C. Remove defective staples with a staple remover only.
    D. All of the above.

13. Which of the following is NOT a procedure for loading and unloading the saddleback stapler?

    A. Remove the pusher rod completely.
    B. Release the tension release knob quickly.
    C. Insert staples and push them forward to the front of the stapler.
    D. Fasten the tension knob into the grooved area.

14. When stapling stacks of paper, how should the saddle table be positioned?

    A. Angled.
    B. Vertical.
    C. Flat.
    D. None of the above.

15. When stapling booklets or other folded material, how should the saddle table be positioned?

    A. Angled.
    B. Vertical.
    C. Flat.
    D. None of the above.

16. Which of the following is a TRUE statement about the operations of a paper folder?

    A. The folding system must be adjusted to the thickness of the paper being folded.
    B. A pair of fold rollers rotate toward each other and pull the folded paper through the machine.
    C. Some paper folders have a fold chart which gives the fold plate settings for standard folds.
    D. All of the above.

17. Which of the following is a safety rule for using the paper folder?

A. Tie your hair back to avoid getting it caught in the folder rollers.
B. Make sure the machine is turned OFF before making any adjustments.
C. Both A and B.
D. None of the above.

18. Which of the following is NOT an operating procedure for using the paper folder?

A. Do not fan and jog the paper.
B. Position the stacking spring so that the first edge is resting on the folded paper.
C. Position the guide rollers.
D. Replace the machine cover after the job is complete.

19. Which of the following is a purpose of using the padding press?

A. To combine loose sheets of paper.
B. To hold sheets of paper to be made into a pad.
C. Both A and B.
D. None of the above.

20. Which of the following is a safety rule when using the padding press?

A. Be careful when handling the paper because the edges can cut.
B. Be careful when cutting the pads apart with a knife.
C. Both A and B.
D. None of the above.

21. Which of the following is NOT a part of the padding press?

A. Padding cement brush.
B. Drill bit.
C. Clamping device.
D. Padding cement.

22. Which of the following is an operating procedure for using the padding press?

A. The sets are pushed evenly against the backboard.
B. The padding cement is applied with a brush.
C. The pressure board is clamped firmly so that the pads will not slip.
D. All of the above.

23. Which of the following is a purpose of using the punch and binder?

    A. To bind loose sheets of paper together.
    B. To make it easy to add and take out pages.
    C. Both A and B.
    D. None of the above.

24. Adjusting the margin procedures for the punch and binder include all of the following EXCEPT:

    A. Paper is placed into the machine as far as it will go.
    B. The left margin is set so that the punching pattern is evenly placed from one side of the paper to the other.
    C. The paper is jogged and fanned.
    D. The push-pull pins are raised where holes are unnecessary.

25. All of the following are procedures for punching one sheet of paper with the punch and binder EXCEPT:

    A. The paper should always be folded.
    B. Pull the machine handle with a quick, forward stroke.
    C. Remove the paper and fold it in half to check if the edges are even.
    D. If the edges of the paper are uneven, align another sheet of paper, adjust the margins, and repeat the process.

26. Which of the following is an operating procedure for punching a book with the punch and binder?

    A. Pull the handle with a quick, forward stroke.
    B. After punching the book, remove it and place the printed side down beside the machine.
    C. Papers are jogged on the side to be punched.
    D. All of the above.

27. Which of the following is an operating procedure for binding a book with the punch and binder?

    A. Set the binding control at the proper spread.
    B. Push the handle back to open the binding.
    C. Place the back cover on last.
    D. All of the above.

28. When punching coversets with the punch and binder, which of the following is NOT an operating procedure?

    A. Adjust the left paper guide for the left edge of the paper.
    B. Pull the handle forward slowly.
    C. Raise the push-pull pins where holes are not needed.
    D. Once the margins are even, punch all coversets on the edge.

29. Which of the following does NOT describe the paper jogger?

    A. May consist of a small electric motor fastened to a wooden tag.
    B. Has a motor shaft which is unbalanced with a weight.
    C. It never contains a speed control to handle different weights of paper.
    D. A machine which puts sheets of paper in an even stack.

30. Which of the following is an operating procedure for using the jogger?

    A. Hold the paper steady with one hand.
    B. Let the machine operate for a few seconds until all edges of the paper are even.
    C. Assemble the paper.
    D. All of the above.

MATCHING 1

A. Brass skids
B. Collate
C. Fanning
D. Feeder fingers
E. Set
F. Engage
G. Safety lever
H. Chuck
I. Drill bit remover
J. Drill block
K. Handle
L. Sharpener
M. Spindle
N. C-clamp
O. Faceplate
P. Pusher rod
Q. Saddle table
R. Tension release

1. A piece of protective metal at the front of the stapler.

2. Spinning shaft that holds the drill bit.

3. Protect feet located on the side of the feeder fingers inside the collator bins.

4. The process of bringing together.

5. Round circle of wood on the paper drill table that is located beneath the drill bit.

6. Small knob at the rear of the loading rod that releases the spring action of the stapler.

7. Fastener used to hold a table top stapler.

8. Device that prevents the cutter blade from being used.

9. Method of putting pages of printed material in order.

10. A group or series of collated papers.

11. Large end of the spindle that holds the bit.

12. Method of putting air between sheets of paper.

13. Metal plate that can be used flat when stapling stacks of paper or angled when stapling books.

14. Devices that push the paper out of the collator bins.

15. Long piece of U-shaped metal that presses the staples to the proper place for use.

MATCHING 2

A. Deflector
B. Feed rollers
C. Guide rails
D. Lower fold plate
E. Stacking spring
F. Upper fold plate
G. Backboard
H. Chipboard
I. Padding cement
J. Padding press
K. Pressure boards
L. Align
M. Binder device
N. Binding stop
O. Coverset
P. Extend
Q. Neutral
R. Push-pull pins

1. The device which moves paper on the folder.
2. The part of the padding press that evens a stack of paper.
3. Cardboard backing on pads.
4. Front and back covers to be punched and placed with printed material.
5. Shield that keeps paper from going into lower plate.
6. Metal strips that hold paper as it is removed from the folding machine.
7. Steel levers that control operation of punching dies.
8. The part of the padding press that squeezes the sheets of paper together.
9. Used to attach pages of material together.
10. The device that moves a paper out of the machine.
11. Device that holds stacks of paper to be made into pads.
12. To line up, placing two or more materials in position.
13. Control lever that adjusts binding spread.
14. Not in operating position.
15. To spread out.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. The __________ may also be called a gathering machine.

____________________ 2. The __________ accurately cuts small pages from large sheets of paper.

____________________ 3. The __________ uses a bit to put holes in paper.

____________________ 4. The __________ uses staples to securely hold papers.

____________________ 5. You should use only a staple _________ to take out defective staples.

____________________ 6. The __________ is a metal plate found under the paper tray on the paper folder.

____________________ 7. When using the padding press, the pads are cemented from the _________.

____________________ 8. The _________ tray on a collator is a container that holds sets of paper as they are collated.

____________________ 9. The _________ on the paper drill is a board across the feed table area that holds paper in place.

____________________ 10. The _________ is a device on the punch and binder that stops the paper at the proper place.

ANSWERS

True and False

1.	T	7.	T	13.	F	19.	F	25.	T
2.	F	8.	F	14.	T	20.	T	26.	F
3.	F	9.	T	15.	T	21.	F	27.	F
4.	T	10.	F	16.	F	22.	T	28.	F
5.	F	11.	F	17.	T	23.	F	29.	T
6.	F	12.	F	18.	F	24.	F	30.	T

Multiple Choice

1.	B	7.	D	13.	B	19.	C	25.	A
2.	A	8.	A	14.	C	20.	C	26.	D
3.	D	9.	C	15.	A	21.	B	27.	D
4.	C	10.	A	16.	D	22.	D	28.	B
5.	C	11.	C	17.	C	23.	C	29.	C
6.	B	12.	D	18.	A	24.	C	30.	D

Matching 1

1.	O	6.	R	11.	H
2.	M	7.	N	12.	C
3.	A	8.	G	13.	Q
4.	F	9.	B	14.	D
5.	J	10.	E	15.	P

Matching 2

1.	B	6.	E	11.	J
2.	G	7.	R	12.	L
3.	H	8.	K	13.	N
4.	O	9.	M	14.	Q
5.	A	10.	C	15.	P

Fill in the Blank

1.	Collator	6.	Lower fold plate
2.	Paper cutter	7.	Rear
3.	Paper drill	8.	Stacking
4.	Saddleback stapler	9.	Backstop
5.	Remover	10.	Paper side guide

TRUE AND FALSE

1. The *repro* in reprographic means any material that is keyboarded, printed, drawn, or handwritten.
2. The office photocopier was once only affordable by the largest corporations.
3. Some copiers are small enough to be placed on a desktop.
4. The cost of copiers has increased.
5. Xerox was the first company to introduce the world's first plain-paper copier using the xerographic process.
6. Types of copier processes include the electrostatic process and the diazo process.
7. Fiber optics cannot be used for the copying process.
8. The classification of copiers includes five different segments.
9. Color is NOT a xerographic feature.
10. Zoom lens is a xerographic feature.
11. Some copiers have built-in editing operations.
12. One of the advantages of using a copy machine is that documents can be rapidly reproduced.
13. There is no need to use a service contract after purchasing a copier because the machines are very reliable.
14. After making copies, you should record the activity in a copy log.
15. Originals do NOT have to be crisp and clear when making a copy because the copy machine will make it crisp and clear.
16. Paste-up materials and layouts are generally used to prepare and revise material.
17. Collating equipment comes in only ONE size.
18. You cannot copy an author's work even if you have permission.
19. Do not copy anything if it appears that the copying will reduce the market value to the author or owner.
20. Always reproduce any copyrighted item if there is a profit to be gained from the copies.

MULTIPLE CHOICE

1. Which of the following is a part of the evolution of today's office copier?

   A. Size has decreased.
   B. Costs have decreased.
   C. A wide range of features are available.
   D. All of the above.

2. Which of the following is a characteristic of the 1959 version of the Xerox copier?

   A. Copies were limited to 2,000 per month.
   B. Use was carefully controlled.
   C. Both A and B.
   D. None of the above.

3. Which of the following is NOT a characteristic of the early xerographic equipment?

   A. The copier was inexpensive.
   B. The copier had no special features.
   C. The copier produced seven copies a minute.
   D. It weighed about 650 pounds.

4. Which of the following is NOT a reason that the early copiers were inferior to the copiers of today?

   A. They were not reliable.
   B. They were not available.
   C. They were not very productive.
   D. They were not easy to operate.

5. Which of the following copier processes use electricity, light, and heat to produce and fuse an image on paper?

   A. Diazo.
   B. Digital
   C. Electrostatic.
   D. Infrared/Thermofax.

6. Which of the following copier processes use a carbon-based original, infrared light, and heat-sensitive paper to produce an image?

   A. Diazo.
   B. Digital.
   C. Electrostatic.
   D. Infrared/Thermofax.

7. Which of the following copier processes is a procedure where both the original document and coated paper are exposed to ultraviolet light?

   A. Diazo.
   B. Digital.
   C. Electrostatic.
   D. Infrared/Thermofax.

8. Which of the following is NOT a digital copier function?

   A. Printing.
   B. Platemaking.
   C. Optical scanning for computer input.
   D. Facsimile transmission.

9. Which of the following is NOT an advantage of using digital machines?

   A. They use a lot of space.
   B. They simplify paper flow.
   C. They last longer.
   D. They simplify service and supply inventory.

10. Which of the following consists of many thin, plastic or glass rods that transmit light?

   A. Electrostatics.
   B. Laser beams.
   C. Fiber optics.
   D. Microprocessors.

11. Which of the following is now used to control machine functions and simplify copier operations?

   A. Electrostatics.
   B. Laser beams.
   C. Fiber optics.
   D. Microprocessors.

12. Which of the following use a focused stream of red light to transmit an image onto a photosensitive surface and then to plain paper?

   A. Electrostatics.
   B. Laser beams.
   C. Fiber optics.
   D. Microprocessors.

13. Which of the following classifications of copiers produces up to 20 copies per minute and approximately 20,000 copies per month?

   A. Low-volume.
   B. Mid-volume.
   C. High-volume.
   D. Duplicating-volume.

14. Which of the following classifications of copiers operates at a speed of 51 to 90 copies per minute and are recommended for volume levels of 50,000 to 100,000 copies per month.

   A. Low-volume.
   B. Mid-volume.
   C. High-volume.
   D. Duplicating-volume.

15. Which of the following classifications of copiers operates at speeds of 21 to 50 copies per minute and 60,000 copies per month?

   A. Low-volume.
   B. Mid-volume.
   C. High-volume.
   D. Duplicating-volume.

16. Which of the following classifications of copiers operates at speeds in excess of 92 copies per minute and are used for volume ranges of 50,000 to 200,000 per month?

A. Low-volume.
B. Mid-volume.
C. High-volume.
D. Duplicating-volume.

17. Which of the following is NOT a characteristic of low-volume copiers?

A. They are lightweight, portable, and almost service free.
B. They have no special options.
C. They are used as satellite copiers in decentralized locations.
D. Color, enlargement, reduction, duplexing and sorting are several options.

18. Which of the following is NOT a characteristic of mid-volume copiers?

A. They are not fully automatic duplexing.
B. They perform tasks which have been preprogrammed.
C. Users may custom-build their copying system as their needs dictate.
D. Accessories and modularity are the two primary features available.

19. Which of the following is NOT a characteristic of high-volume copiers?

A. They are generally offered in floor-console models.
B. They may be found in centralized reproduction departments.
C. They have no continuous paper tray switching capabilities.
D. Standard features include specialized sorters and on-line finishers.

20. Which of the following is NOT a special xerographic feature?

A. Automatic document feed.
B. Collating.
C. Automatic caption.
D. Reduction and enlargement.

21. Which of the following is NOT a characteristic of the automatic image shift or magnification?

A. Adds a professional touch to finished documents.
B. Documents are moved away from the margin to allow for hole punching or other binding operations.
C. The information is sorted while making the shift.
D. The magnification cannot be selected.

22. Which of the following is a characteristic of electronic editing?

    A. All of the originals must be copied.
    B. Advanced features are not available.
    C. Both A and B.
    D. None of the above.

23. All of the following are advantages of using copy machines EXCEPT:

    A. Company letterhead or colored paper can be used.
    B. Only one size of paper can be used.
    C. Copiers are easy to operate.
    D. Transparencies can be prepared on some copiers.

24. Which of the following is NOT a reason for using a service contract?

    A. Service is slower.
    B. A service contract may save lost time and frustration.
    C. Service contracts are expensive, but servicing a copier can be more costly than the contract.
    D. Routine maintenance cleaning and replacement is usually built into the contract.

25. Which of the following is included in a copy log?

    A. Name of the person making the copy.
    B. Number of copies made.
    C. The special features used.
    D. All of the above.

26. Which of the following is NOT a copy preparation procedure?

    A. The original may be dull and inaccurate.
    B. Leave at least 1/4-inch margin on all sides.
    C. Beware of smudges.
    D. Carefully proofread the copy.

27. Which of the following is NOT included in collating materials by hand?

    A. The copies are placed on a table in individual stacks.
    B. The top page is lifted from each stack until all copies have been assembled.
    C. Each stack is automatically criss-crossed.
    D. Special tacky cream may be used on fingertips so that the pages are easier to pick up.

28. Which of the following is NOT a consideration when checking for "fair use" of a copyright?

    A. The purpose and character of the use.
    B. The effect of the use upon the potential market.
    C. Any amount may be copied.
    D. Good faith.

29. Which of the following is a general rule to follow when copying copyrighted material?

    A. Do not copy an item to avoid its purchase.
    B. Do not copy anything if it appears that this copying will reduce the market value to the author or owner.
    C. Try to locate the author or distributor of a copyrighted item prior to copying it.
    D. All of the above.

30. Which of the following is NOT a characteristic of a copyright notice?

    A. The copyright symbol, the word "Copyright", or abbreviation "Copr." will NEVER appear on the title page of printed material.
    B. Name of the copyright owner.
    C. It is generally located at the bottom of a single printed sheet or on the title page of a bound volume.
    D. The year of publication.

MATCHING

A. CAD/CAM
B. Cartridge
C. Component
D. Copy log
E. Copyright
F. Digital copier
G. Dummy
H. Duplexing
I. Electrostatic process
J. Enlarge
K. Graphics
L. Halftones
M. Horizontal
N. Modularity
O. Recirculating
P. Reduce
Q. Toner
R. Vertical

1. Material, by-product of carbon black, that provides the copy image.

2. Copy will be wider than it is tall.

3. A mock layout showing place-ment of art and text.

4. Uses electricity, light, and heat to produce and fuse an image on paper.

5. Law that protects the writer's material from being illegally copied.

6. The use of individually distinct functional units.

7. Reentering a document into the copier for the purpose of printing on the back.

8. Copying on the front and back of the page.

9. Container holding toner.

10. Procedure to make the copy smaller than the original.

11. A part of a system.

12. A type of copier that provides the user with control over size, shape, and contents of the copy.

13. Book in which records of copier use are kept.

14. All work that varies in tone.

15. A process of making a copy larger than the original.

FILL IN THE BLANK

INSTRUCTIONS: **Place the appropriate word or words in the blank.**

____________________ 1. When all copy machines are located in one place, and copies are made only by people who work in this area, the copying is known as ________.

____________________ 2. When all copy machines are located in separate work areas, and employees in that area can use them to make their own copies, the copying is known as ________.

____________________ 3. ________ is changing text to improve the quality of the material.

____________________ 4. ________ is computer-aided design and computer-aided manufacture.

____________________ 5. ________ is any material that is keyboarded, printed, drawn, or handwritten.

____________________ 6. ________ devices are mechanical and electronic recorders used to keep up with copier use.

____________________ 7. A ________ system includes all procedures and machines involved in reproducing printed material.

____________________ 8. ________ means to reproduce or duplicate.

____________________ 9. The first plain-paper copier using the xerographic process was invented by ________ in 1958.

____________________ 10. You should ALWAYS ________ the original copy before copying it.

ESSAY

1. In paragraph form, describe one of the copier features.

2. In your own words, describe how the copyright laws affect you.

ANSWERS

True and False

1. F
2. T
3. T
4. F
5. T
6. T
7. F
8. F
9. F
10. T
11. T
12. T
13. F
14. T
15. F
16. T
17. F
18. F
19. T
20. F

Multiple Choice

1. D
2. C
3. A
4. B
5. C
6. D
7. A
8. B
9. A
10. C
11. D
12. B
13. A
14. C
15. B
16. D
17. B
18. A
19. C
20. C
21. D
22. D
23. B
24. A
25. D
26. A
27. C
28. C
29. D
30. A

Matching

1. Q
2. M
3. G
4. I
5. E
6. N
7. O
8. H
9. B
10. P
11. C
12. F
13. D
14. L
15. J

Fill in the Blank

1. Centralized
2. Decentralized
3. Editing
4. CAD/CAM
5. Graphics
6. Monitoring
7. Reprographics
8. Repro
9. Chester Carlson
10. Proofread

Essay

1. Evaluated to the satisfaction of the instructor.
2. Evaluated to the satisfaction of the instructor.

TRUE AND FALSE

1. Fluid duplication is one of the MOST expensive reprographic processes.
2. You should ALWAYS check the fluid before using the fluid duplicating machine.
3. Place the master on the cylinder with the carbon side down when you begin the duplication process.
4. You should ALWAYS run a few test copies before running the final copies.
5. After taking the protection sheet off the master, throw it away.
6. The master sheet on a spirit master is the white sheet on which you write or type.
7. You should ALWAYS clean the typing element or print head on the printer before preparing a spirit master.
8. There is no way to make a correction on the spirit master if you are using a typewriter.
9. If using a computer when making a spirit master, run the spell checker to find the spelling errors.
10. The thermal process operates on the principle that dark objects will take in more heat than light objects.
11. The thermal master does NOT have a master sheet.
12. The jacket on the thermal master is the backing sheet that holds the master together.
13. The FIRST step in preparing a thermal master is to remove the protection sheet from the thermal master.
14. Light is NEVER exposed to a thermal master.
15. When duplicating the thermal master, fold the jacket in half and use it to pad the master on the drum for a better copy.

MULTIPLE CHOICE

1. Which of the following is NOT a characteristic of the fluid duplication process?

   A. It is primarily used only in schools and institutions.
   B. It uses light to produce copies.
   C. It is one of the least expensive reprographic processes.
   D. It is no longer being used in the office.

2. Which of the following is a step included in getting the fluid duplicator prepared to copy?

   A. Place and adjust the paper on the feed tray.
   B. Position the tray that catches the copies.
   C. Set the pressure lever.
   D. All of the above.

3. Which of the following steps are used for putting the master on the fluid duplicator?

   A. Close the clamp that holds the master on the cylinder.
   B. Do not place the master on the cylinder.
   C. Both A and B.
   D. None of the above.

4. Which of the following is NOT involved with running the copies on the fluid duplicator?

   A. Lower the feed rollers.
   B. Never run test copies.
   C. Set the counter.
   D. Run the number of copies needed.

5. What should be done with the master after making the copies on the fluid duplicator?

   A. Throw the carbon sheet away.
   B. Keep the jacket on file.
   C. Clip the protection sheet on the back of the master.
   D. A and C only.

6. In the SPIRIT MASTER set, what is the sheet of the master called that is used to keep the master sheet free from smudges?

   A. Master sheet.
   B. Jacket.
   C. Protection sheet.
   D. Carbon sheet.

7. In the SPIRIT MASTER set, what is the sheet of the master called that is the one you write or type on?

   A. Master sheet.
   B. Jacket.
   C. Protection sheet.
   D. Carbon sheet.

8. In the SPIRIT MASTER set, what is a sheet coated with a wax-like dye that transfers to the master sheet called?

   A. Master sheet.
   B. Jacket.
   C. Protection sheet.
   D. Carbon sheet.

9. Which of the following is NOT a step in preparing a spirit master?

   A. Set margins for any keying that is necessary, leaving at least 1/2 inch at the top and the bottom.
   B. Remove the carbon sheet.
   C. Take out the protection sheet from the master assembly.
   D. Insert the spirit master in the typewriter or in the printer with the open side up.

10. When making a correction on the spirit master, which of the following steps would you use?

    A. Tear the corner of the carbon sheet, and put it behind the error on top of the old carbon sheet.
    B. Do not worry about the strike-over on the front of the master.
    C. Remove the error from the back side of the master sheet with a razor blade, knife, or eraser.
    D. All of the above.

11. If you are using a computer, which of the following steps would you use to make a correction BEFORE printing the document?

    A. Spell check the document.
    B. Proofread the document before printing.
    C. Both A and B.
    D. None of the above.

12. If correcting a letter, word, or line that does not need retyping while using a typewriter, which of the following steps would you NOT use?

    A. Throw the master away and begin on a new one.
    B. Cut the mistake out of the master.
    C. Cover the mistake with transparent tape.
    D. Scrape off the mistake with a razor blade or knife.

13. Which of the following statements BEST describes the thermal process?

    A. A paste-up master cannot be used.
    B. Carbon-based pens cannot be used.
    C. Operates on the principle that dark objects will take in more heat than light objects.
    D. None of the above.

14. Which of the following items can be used in the thermal process?

    A. Cutouts.
    B. Lettering.
    C. Pencils.
    D. All of the above.

15. In the THERMAL MASTER set, what is the sheet called that is used to keep the master sheet free from smudges?

    A. Master sheet.
    B. Protection sheet.
    C. Carbon sheet.
    D. Jacket.

16. In the THERMAL MASTER set, what is the sheet called that holds the master together?

    A. Master sheet.
    B. Protection sheet.
    C. Carbon sheet.
    D. Jacket.

17. In the THERMAL MASTER set, what is the sheet called that is coated with a wax-like dye that transfers to the master sheet?

    A. Master sheet.
    B. Protection sheet.
    C. Carbon sheet.
    D. Jacket.

18. In the THERMAL MASTER set, what is the sheet called that the paste-up master is copied onto?

    A. Master sheet.
    B. Protection sheet.
    C. Carbon sheet.
    D. Jacket.

19. Which of the following is NOT a step in preparing a thermal master?

    A. Throw away the jacket.
    B. Place the original or the paste-up master faceup between the carbon sheet and the jacket.
    C. Remove the protection sheet from the thermal master.
    D. Adjust the heat setting for making the thermal master.

20. Which of the following is a step in preparing a thermal master?

A. Insert the master into the thermofax opening.
B. Remove the carbon sheet.
C. Make test copies for darkness and lightness.
D. All of the above.

MATCHING

A. Clamp control
B. Counter
C. Cylinder
D. Duplicating fluid
E. Feed pressure
F. Feed rollers
G. Feed tray
H. Fluid tank
I. Impression control
J. Impression roller
K. Master
L. Moistening roller
M. Receiving tray
N. Thermal master

1. Rollers that rest on top of the paper being fed into the machine.

2. Dial that shows the number of copies being printed.

3. The tray that catches the copies from the duplicator.

4. The drum-like part that holds the master.

5. The roller found under the cylinder.

6. Lever used to open and close the lock that holds the master against the cylinder.

7. Tray in which the paper is stacked to be fed into the machine.

8. Lever that controls the lightness and darkness of the printed copy.

9. The thin, white sheet onto which the paste-up master is copied.

10. The roller that dampens the paper to be copied.

11. Lever that controls the pressure of the rollers to handle different weights of paper.

12. The white sheet on which you write or type.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

______________________ 1. The fluid duplication process is one of the __________ expensive reprographic processes.

______________________ 2. The __________ holds the fluid that wets the paper going into the machine.

______________________ 3. When getting the duplicating machine ready, you should set the __________ lever.

______________________ 4. When putting the master on the cylinder, the carbon side should be __________.

______________________ 5. When setting the margins, you should leave at least _________ at the top and at the bottom.

______________________ 6. To remove an error from a spirit master, a razor blade, __________, or eraser can be used.

______________________ 7. If you do not need to retype a correction, you may cover the error with __________.

______________________ 8. A typewriter or a _________ may be used to prepare a spirit master.

______________________ 9. The thermal process allows a _________ master to be used.

______________________ 10. For better copies after the thermal master has become weak, you may pad the master by placing __________ between the drum and the master.

ESSAY

1. Explain the fluid duplication process.

2. Explain how a spirit master is prepared.

3. Explain how a thermal master is prepared.

ANSWERS

True and False

1. F
2. T
3. F
4. T
5. F
6. T
7. T
8. F
9. T
10. T
11. F
12. T
13. T
14. F
15. T

Multiple Choice

1. B
2. D
3. D
4. B
5. D
6. C
7. A
8. D
9. B
10. D
11. C
12. A
13. C
14. D
15. B
16. D
17. C
18. A
19. A
20. D

Matching

1. F
2. B
3. M
4. C
5. J
6. A
7. G
8. I
9. N
10. L
11. E
12. K

Fill in the Blank

1. Least
2. Fluid tank
3. Pressure
4. Up
5. 1/2 inch.
6. Knife
7. Transparent tape
8. Computer
9. Paste-up
10. White paper

Essay

1.-3. Evaluated to the satisfaction of the instructor.

TRUE AND FALSE

1. When preparing the stencil duplicator machine, NEVER remove the cylinder cover.
2. You should remove the film sheet and the cushion sheet from the stencil pack when placing the stencil on the machine.
3. Before running copies, run five or six test copies to distribute the ink.
4. After running the copies, leave the stencil on the machine so that the ink will not leak into the machine.
5. To clean the machine after use, NEVER remove any of the parts.
6. The stencil sheet has a special coating through which ink will not pass until the stencil has been cut.
7. The film sheet does NOT help to make the copy bolder.
8. The stencil guide marks are located on the stencil sheet and tell where to type or draw on the stencil.
9. The top edge paper guide is one inch above the broken line.
10. There are warning numbers on the stencil for 11-inch paper ONLY.
11. NEVER remove the printer ribbon when preparing a stencil.
12. You may use a smooth object such as a paper clip to correct an error on a stencil.
13. When drawing on a stencil, place the picture to be traced between the stencil sheet and the backing sheet.
14. The electronic stencil maker is a machine that will electronically scan an original and create a stencil.
15. NEVER place the original copy on one side of the drum when preparing to operate the stencil duplicator.

MULTIPLE CHOICE

1. Which of the following steps are NOT included in preparing the stencil duplicator for operation?

   A. Remove the cylinder cover.
   B. Place the paper on the feed tray.
   C. Do not adjust the paper on the feed tray.
   D. Position the tray that catches the copies.

2. When placing the stencil on the stencil duplicator, you should do all of the following EXCEPT:

   A. Place the stub of the stencil in the notches on the machine with the typed side down.
   B. Do not remove the backing sheet.
   C. Close the head clamp.
   D. Roll the cylinder and secure the stencil with the bottom clamp.

3. All of the following steps are involved in running the copies on the stencil duplicator EXCEPT:

   A. Do not reset the counter.
   B. Run five or six test copies to distribute the ink.
   C. Make adjustment by raising or lowering the copy.
   D. Run all copies needed.

4. Which of the following steps should you use when preparing the stencil for filing?

   A. Store the stencil in stencil folders, legal-size file folders, or stencil boxes.
   B. Staple a copy of the duplicated material to the file folder.
   C. Clean the stencil by placing it between two sheets of newspaper, wet side up, and gently rubbing the entire surface of the stencil.
   D. All of the above.

5. Which of the following is NOT a step in changing colors on the stencil duplicator?

   A. Do not add a silk screen.
   B. After all the old color is removed, insert an ink gun that corresponds with the next color to be used.
   C. Clean all ink off the cylinder, using color-change strips.
   D. Clean the outside of the duplicator and any areas that might be dirty.

6. Which of the following is NOT a part of the stencil pack?

   A. The stencil sheet.
   B. The cushion sheet.
   C. The white sheet.
   D. The film sheet.

7. Which of the following styli would be used for ruling or drawing?

   A. Ballpoint stylus.
   B. Rollpoint stylus.
   C. Wheel stylus.
   D. Wire-loop stylus.

8. Which of the following styli would be used for detailed work?

   A. Ballpoint stylus.
   B. Rollpoint stylus.
   C. Wheel stylus.
   D. Wire-loop stylus.

9. Which of the following styli would be used for drawing solid and broken lines?

   A. Ballpoint stylus.
   B. Rollpoint stylus.
   C. Wheel stylus.
   D. Wire-loop stylus.

10. Which of the following styli would be used for writing, signing names, and freehand drawing?

    A. Ballpoint stylus.
    B. Rollpoint stylus.
    C. Wheel stylus.
    D. Wire-loop stylus.

11. Which of the following does NOT describe the electronic stencil maker?

    A. It does not allow a paste-up master to be used.
    B. It uses a dark blue or black stencil which cannot be typed or drawn on.
    C. It will electronically scan an original and create a stencil.
    D. Only carbon-based pens, pencils, typewriter ribbons, letterings, and cutouts may be used.

12. Low ink supply or uneven type image would cause which of the following problems?

    A. Backside of the copy smudged.
    B. Multiple sheets.
    C. Poor copy.
    D. Skip feeding.

13. If copy sheets are sticking together, or feeding parts are not working properly, which of the following problems would it cause?

    A. Backside of the copy smudged.
    B. Multiple sheets.
    C. Poor copy.
    D. Skip feeding.

14. A dirty or a poorly running feeding mechanism would cause which of the following problems?

    A. Backside of the copy smudged.
    B. Multiple sheets.
    C. Poor copy.
    D. Skip feeding.

15. Ink on the stencil, the impression roller, or metal parts of the drum would cause which of the following problems?

    A. Backside of the copy smudged.
    B. Copy too high or too low.
    C. Half-size letters on the copy.
    D. Streaking and spots.

16. Dirty feed rollers or ink leakage from the stencil would cause which of the following problems?

    A. Backside of the copy smudged.
    B. Copy too high or too low.
    C. Half-size letters on the copy.
    D. Streaking and spots.

17. Wrinkles on the stencil would cause which of the following problems?

    A. Backside of the copy smudged.
    B. Copy too high or too low.
    C. Half-size letters on the copy.
    D. Streaking and spots.

18. The wrong vertical alignment would cause which of the following problems?

    A. Backside of the copy smudged.
    B. Copy too high or too low.
    C. Half-size letters on the copy.
    D. Streaking and spots.

19. How would you correct a poor copy problem?

    A. Clean the ink off the stencil, impression roller, or metal parts of the drum.
    B. Fan the copy paper, or check the feeding mechanism.
    C. Increase the ink supply and change the impression control setting to medium.
    D. Check, clean, and/or replace the feeder parts.

20. How would you correct skip feeding?

    A. Clean the ink off the stencil, impression roller, or metal parts of the drum.
    B. Fan the copy paper, or check the feeding mechanism.
    C. Increase the ink supply and change the impression control setting to medium.
    D. Check, clean, and/or replace the feeder parts.

21. How would you correct the backside of a copy being smudged?

    A. Clean the ink off the stencil, impression roller, or metal parts of the drum.
    B. Fan the copy paper, or check the feeding mechanism.
    C. Increase the ink supply, and change the impression contro! setting to medium.
    D. Check, clean, and/or replace the feeder parts.

22. How would you correct streaking and spots?

    A. Move the guide rails on the feed tray to the center position.
    B. Run your thumb across and down the stencil.
    C. Fan the copy paper or check the feeding mechanism.
    D. Clean the feed sheets and the rollers or apply a light coat of stencil correction fluid over the hole in the stencil.

23. How would you correct multiple sheets feeding into the machine?

    A. Move the guide rails on the feed tray to the center position.
    B. Run your thumb across and down the stencil.
    C. Fan the copy paper or check the feeding mechanism.
    D. Clean the feed sheets and the rollers or apply a light coat of stencil correction fluid over the hole in the stencil.

24. How would you correct half-size letters on the copy?

    A. Move the guide rails on the feed tray to the center position.
    B. Run your thumb across and down the stencil.
    C. Fan the copy paper or check the feeding mechanism.
    D. Clean the feed sheets and the rollers or apply a light coat of stencil correction fluid over the hole in the stencil.

25. How would you correct copy that is too high or too low?

    A. Move the guide rails on the feed tray to the center position.
    B. Run your thumb across and down the stencil.
    C. Fan the copy paper or check the feeding mechanism.
    D. Clean the feed sheets and the rollers or apply a light coat of stencil correction fluid over the hole in the stencil.

MATCHING

A. Stencil correction fluid
B. Cylinder
C. Feed lever
D. Feed roller
E. Guide rail
F. Hand crank
G. Handwheel
H. Motor switch
I. Speed control
J. Stencil guide marks
K. Stencil pack
L. Stencil sheet
M. Cushion sheet
N. Film sheet
O. Stencil position
P. Stylus
Q. Vertical
R. Warning numbers

1. A tool used to handwrite or trace designs on a stencil.

2. Draws the paper into the machine.

3. A quick-drying chemical compound that becomes similar to the stencil coating itself.

4. Feeds the paper manually.

5. Holds the paper in place on the feed table.

6. Markings on the stencil sheet that tell where to type or draw on the stencil.

7. Straight up and down.

8. A specially coated sheet placed between the stencil sheet and the backing sheet.

9. The typewriter ribbon controls used when typing on a stencil.

10. Part on manual duplicators that feeds the paper to be duplicated into the machine.

11. The drum-like part of the machine which holds the stencil in place during duplication.

12. Includes the stencil, cushion, backing, and film sheet.

13. A clear plastic sheet that is located on top of the stencil sheet.

14. Numbers that tell how many lines are left on the page.

15. Starts and stops motor-driven machines.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. The __________ type contains 12 spaces to an inch.

____________________ 2. The __________ type contains 10 spaces to an inch.

____________________ 3. The __________ is a machine part that sets the position of type on the ribbon.

____________________ 4. The __________ shows the number of copies being duplicated.

____________________ 5. The __________ tray holds the duplicated copies.

____________________ 6. The __________ sheet is a cardboard-like sheet that is behind the cushion sheet.

____________________ 7. When placing the stencil on the machine, the typed side should be __________.

____________________ 8. Always __________ a document before removing it from the typewriter.

____________________ 9. A side margin of __________ inch is allowed on each side of the stencil.

____________________ 10. When drawing on the stencil, place the picture to be traced between the _________ sheet and the backing sheet.

ESSAY

1. Explain the stencil duplication process.

2. Explain how to use the stencil guide marks.

ANSWERS

True and False

1. F
2. T
3. T
4. F
5. F
6. T
7. F
8. T
9. F
10. F
11. F
12. T
13. T
14. T
15. F

Multiple Choice

1. C
2. B
3. A
4. D
5. A
6. C
7. D
8. A
9. C
10. B
11. A
12. C
13. B
14. D
15. A
16. D
17. C
18. B
19. C
20. D
21. A
22. D
23. C
24. B
25. A

Matching

1. P
2. D
3. A
4. G
5. E
6. J
7. Q
8. M
9. O
10. F
11. B
12. K
13. N
14. R
15. H

Fill in the Blank

1. Elite
2. Pica
3. Ribbon control
4. Copy counter
5. Receiving
6. Backing
7. Down
8. Proofread
9. 5/8
10. Stencil

Essay

1.-2. Evaluated to the satisfaction of the instructor.

TRUE AND FALSE

1. The offset process is based on the fact that water and oil mix.
2. In the dampening system, the dampening rollers apply a film of dampening solution to the surface of the offset plate.
3. In the inking system, the ink rollers apply a coat of ink that adheres only to the image area of the plate BEFORE the plate has a coating of dampening solution.
4. In the main printing system, the image from the blanket is printed on a sheet of paper as it passes between the impression and the plate cylinder.
5. The feeding system in large presses has paper feeders that are run by a computer.
6. The register board and sheet controls system are found only on large presses.
7. On most duplicators the printed sheet is ejected from the machine into a delivery tray.
8. Easy operation is one of the advantages of the offset process.
9. One of the disadvantages of using the offset process is the material costs are higher than other forms of duplication.
10. There is no sensitized coating on a direct-image plate.
11. To prepare a direct image offset master, an offset master is NOT needed.
12. One of the common features of a platemaker is a vacuum printing frame.
13. The mastermaker produces an electrostatic master directly from an original.
14. Negative paper is NOT needed to operate the platemaker.
15. The photocopying procedures of operating the platemaker include placing the negative in or on the machine with yellow side down.
16. In the light exposure process, the negative should be exposed to light for about three minutes.
17. A fixer is NOT needed to process the offset plate.
18. To process a metal plate, the plate should be placed on a glass surface or smooth plastic tabletop.
19. To process the paper plate, do NOT pour etching solution onto the plate.

20. Cotton pads are NOT used in the process of inking the offset duplicator.

21. One of the inking procedures is to move the night latch to the ink position.

22. Fountain solution is NOT needed when running the offset duplicator.

23. NEVER change the setting on the moisture control when preparing to run the offset duplicator.

24. NEVER clean the offset duplicator after using it, you should clean it before running the machine.

25. One of the jobs available in the printing field is a pressman.

MULTIPLE CHOICE

1. Which of the following is NOT a characteristic of the offset process?

   A. The process uses an electrostatic system.
   B. The ink is oil-based.
   C. Based on the process that oil and water do not mix.
   D. The repellent is water-based.

2. Which of the following is a characteristic of the dampening system?

   A. The dampening solution sticks to the entire plate.
   B. The dampening solution is not used on the plate.
   C. Dampening rollers apply a film of dampening solution to the surface of the offset plate.
   D. None of the above.

3. Which of the following is NOT a characteristic of the inking system?

   A. The ink adheres to the entire plate.
   B. The inking continues during the operation of the press so the nonimage areas of the plate remain clear.
   C. The ink rollers apply a coat of ink.
   D. The ink adheres only to the plate image area.

4. Which of the following is a characteristic of the main printing system?

   A. The plate cylinder and the blanket cylinder never contact each other.
   B. The image is printed after it passes the plate cylinder.
   C. The inked image cannot be transferred.
   D. None of the above.

5. Which of the following is a characteristic of the feeding system?

   A. Most small presses have rubber feed rollers that pull the paper into the machine.
   B. Sheet separators attached to the paper feed table allow only the top sheet to be fed into the press.
   C. The paper feed table maintains the paper stack at the proper feeding height by being automatically raised.
   D. All of the above.

6. Which of the following is NOT a characteristic of the register board and sheet controls system?

   A. It uses air-vacuum feeding.
   B. Duplicate feeds are not separated, and the bottom sheet is ejected after it enters the press.
   C. Grippers pull the paper into the press.
   D. It is found only on large presses.

7. Which of the following is a characteristic of the delivery system?

   A. The printed sheet is normally ejected from the machine into a delivery tray.
   B. On larger presses, the sheet is ejected into a receding stacker, where the paper is stacked neatly.
   C. Additional modern features are available.
   D. All of the above.

8. Which of the following is NOT an advantage of the offset process?

   A. The quality of the copy looks as good as the original.
   B. Only a few copies can be produced in a long period of time.
   C. Each copy is of the same high quality.
   D. Printing can be done in color.

9. Which of the following is a disadvantage of the offset process?

   A. It is more expensive to keep up the machine.
   B. Equipment is more expensive than that for other forms of duplication.
   C. Material costs are higher than other forms of duplication.
   D. All of the above.

10. Which of the following is NOT a type of master for the offset process?

    A. Graphical.
    B. Electrostatic.
    C. Direct image.
    D. Presensitized plate.

11. Which of the following is NOT a characteristic of the direct image master?

    A. An image can be added by typing on the plate with a special carbon ribbon.
    B. To reuse a master, the plate can be washed with a clean, wet sponge.
    C. There is a sensitized coating on the direct-image plate.
    D. The pin bar master is an example.

12. All of the following are characteristics of the presensitized plate EXCEPT:

A. There is a coating of light-sensitive material on the plate.
B. A platemaker cannot be used to expose and develop the plate.
C. The plate must be exposed and chemically processed before using it on the press.
D. Exposure may be done on a plateburner using a chemical process to develop the plate.

13. Which of the following is NOT an example of an electrostatic master?

A. Metal plate.
B. Silver halide master.
C. Pin bar master.
D. Electrostatic convertor.

14. Which of the following tools, materials, or equipment is required to prepare the offset master using the direct image?

A. Soft, nongreasy offset eraser.
B. Offset master.
C. Draft material to be typed.
D. All of the above.

15. Which of the following procedures is NOT required to prepare the offset master using direct image?

A. Clean type focus on the typewriter if it is dirty.
B. Proofread the typed material after removing it from the typewriter.
C. Check to see if feed rollers and plate are free from smudges and deposits.
D. When correcting an error, erase the image very lightly with the eraser.

16. All of the following are normal features included on a platemaker EXCEPT:

A. An ink jet.
B. Registration devices for proper alignment.
C. A light source.
D. A timer.

17. Which of the following platemakers produces a metal plate from a "flat"?

A. Electromaker.
B. Mastermaker.
C. Photocopying platemaker.
D. Plateburner.

18. Which of the following platemakers uses a two-step process to produce a plate from an original?

A. Electromaker.
B. Mastermaker.
C. Photocopying platemaker.
D. Plateburner.

19. Which of the following platemakers produces an electrostatic master directly from an original?

    A. Electromaker.
    B. Mastermaker.
    C. Photocopying platemaker.
    D. Plateburner.

20. Which of the following tools, equipment, or materials is required to operate the platemaker?

    A. Lacquer.
    B. Offset plate.
    C. Desensitizer.
    D. All of the above.

21. When using a photocopy machine to create a plate, which of the following procedures would you NOT use?

    A. Set the exposure dial control.
    B. Place the negative in the machine with the yellow side down.
    C. Position plate with the dull side up on the glass and align it under the separator.
    D. Treat the plate with fixer.

22. When using the light exposure process to create a plate, which of the following procedures would you NOT use?

    A. Place the prepared negative on top of the metal offset plate.
    B. Wipe metal plate with desensitizer solution, using a cotton pad.
    C. Expose the plate to light approximately ten minutes.
    D. Develop the plate with lacquer.

23. To process the offset plate, which of the following is NOT needed?

    A. Ink.
    B. Etching solution.
    C. Fixer.
    D. Developer.

24. Which of the following procedures would NOT be used to process the metal plate?

    A. Place the plate on a glass surface or on a smooth plastic tabletop.
    B. Rinse the plate with water after you are completely finished.
    C. Spread the fixer smoothly over the plate with a cotton pad.
    D. Wipe the lacquer over the copy area with a fresh cotton pad, moving from left to right with light strokes.

25. Which of the following procedures would NOT be used to process the paper plate?

    A. Place the plate on a glass surface or on a plastic tabletop.
    B. With a clean cotton pad, rub the solution over the entire surface of the plate.
    C. Pour etching solution onto the plate.
    D. Wipe the plate with a wet cotton pad after attaching it to the offset press.

26. Which of the following tools, materials, or equipment is required to ink the offset duplicator?

    A. Fountain concentrate, properly mixed.
    B. Cotton pads.
    C. Water.
    D. All of the above.

27. Which of the following procedures would NOT be used to ink the offset duplicator?

    A. Place the ink in the ink fountain.
    B. Move the ink fountain control to the recommended position.
    C. Do not raise the lockout lever.
    D. Fill the fountain concentrate bottle, and mix the solution to the recommended ratio of water and fountain concentrate.

28. Which of the following procedures would you use to run the offset duplicator?

    A. Lower the feed table.
    B. Moisten the master.
    C. Move the control lever to the image position.
    D. All of the above.

29. When filing or storing an offset master, all of the following procedures should be done EXCEPT:

    A. Apply a thin coat of ink over the master.
    B. Run a few sheets of paper with the form rollers out of contact with the master cylinder.
    C. Remove the master from the cylinder.
    D. Let the master dry.

30. Which of the following tools, equipment, or supplies are NOT needed to clean the offset duplicator?

    A. Gum solution.
    B. Cleanup mats.
    C. Blanket and roller wash.
    D. Clean rags.

31. Which of the following procedures would you perform when cleaning the offset duplicator?

    A. Remove the excess paper.
    B. Remove the ink fountain.
    C. Turn on the machine to the lowest speed.
    D. All of the above.

32. Which of the following procedures would NOT be performed when cleaning the offset duplicator?

    A. Apply cleanup solution onto the ink roller.
    B. Clean the impression cylinder.
    C. Turn the moisture control to the ON position.
    D. Use a brush to remove the paper lint from the machine.

33. Which of the following is a job available in the printing field?

    A. Cameraman.
    B. Binder.
    C. Pressman.
    D. All of the above.

34. Where can you get the education needed to work in the printing field?

    A. Vocational schools.
    B. On-the-job training.
    C. Colleges.
    D. All of the above.

35. Which of the following is NOT a new technology in the printing field?

    A. Desktop publishing.
    B. Manual feeding.
    C. Master makers for silver have masters contained in one unit.
    D. Lighted digital speedometer offset control.

MATCHING

A. Blanket cylinder
B. Impression cylinder
C. Impression process
D. Inking process
E. Mastering process
F. Offset duplicator
G. Offset plate
H. Offset printing
I. Platemaker
J. Plate cylinder
K. Reverse imaging process

1. As the master cylinder rotates, an ink roller coated with greasy ink touches the master.

2. Drum on the offset duplicator used to hold a rubber blanket which comes into contact with the inked image on the plate cylinder.

3. Machine that exposes images onto an offset plate to be used for duplicating.

4. Thin sheet of paper, plastic, or metal on which an inked printing image is transferred to the offset blanket when the offset press is operating.

5. A cylinder beneath the master cylinder, called an impression cylinder, presses a clean piece of copy paper against the blanket cylinder.

6. The process based on the principle that oil and water will not mix.

7. Used to hold the offset plate in place and bring the plate into contact with the dampening rollers.

8. Cylinder that carries the paper inside the offset duplicator and applies pressure to the paper against the blanket cylinder to control imaging.

9. Machine that transfers the image from an offset plate to copy paper.

10. As the master cylinder revolves, the master is brought into contact with a small, water roller moistened with a water-based solution.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. The offset process includes an oil-base printing ink and a __________ repellent which will not mix.

____________________ 2. The offset process is __________ expensive to keep up than other duplicating processes.

____________________ 3. The pin bar master is an example of the __________ image.

____________________ 4. When a printed sheet is ejected from the machine, it goes into a __________ tray.

____________________ 5. The side on which the nonreproducible __________ are printed is the side on which the typing is done.

____________________ 6. The __________ produces a metal plate from a "flat", which is the masking sheet that the negative is taped on.

____________________ 7. The __________ produces an electrostatic master directly from an original.

____________________ 8. When processing the offset plate, be sure the plate is still __________ when attaching it to the offset.

____________________ 9. Always run __________ copies to be sure that no adjustments need to be done.

____________________ 10. Before filing or storing a master, apply a thin coat of __________ solution on the master if corrections or additions are going to be made on the master.

ESSAY

1. List two advantages and two disadvantages of the offset process.

   Advantages:

   1)

   2)

   Disadvantages:

   1)

   2)

2. Explain the reverse imaging process.

ANSWERS

True and False

1.	F	6.	T	11.	F	16.	T	21.	T
2.	T	7.	T	12.	T	17.	F	22.	F
3.	F	8.	F	13.	T	18.	T	23.	F
4.	F	9.	T	14.	F	19.	F	24.	F
5.	F	10.	T	15.	F	20.	F	25.	T

Multiple Choice

1.	A	8.	B	15.	B	22.	C	29.	A
2.	C	9.	D	16.	A	23.	A	30.	A
3.	A	10.	A	17.	D	24.	B	31.	D
4.	D	11.	C	18.	C	25.	D	32.	C
5.	D	12.	B	19.	B	26.	D	33.	D
6.	B	13.	C	20.	D	27.	C	34.	D
7.	D	14.	D	21.	B	28.	D	35.	B

Matching

1.	D	6.	H
2.	A	7.	J
3.	I	8.	B
4.	G	9.	F
5.	C	10.	E

Fill in the Blank

1.	Water-base	6.	Plateburner
2.	More	7.	Mastermaker
3.	Direct	8.	Damp
4.	Delivery or receiving	9.	Test
5.	Guide markings	10.	Preserving

Essay

1. Any two of the advantages and any two of the following disadvantages may be listed.

   Advantages:

   1) The quality of the copy looks as good as the original.
   2) Each copy is of the same high quality.
   3) Printing can be done in color.
   4) Many copies can be produced in a short period of time.

Disadvantages:

1) Equipment is more expensive than that for other forms of duplication.
2) The procedures in operating the machine are more technical.
3) It is more expensive to keep up the machine.
4) Material costs are higher than other forms of duplication.

2. The following can be used as a guideline for explaining the reverse imaging process. Evaluated to the satisfaction of the instructor.

As the master continues to rotate, it touches a large cylinder that has a rubber blanket attached to the surface. As both cylinders rotate, the image from the master is transferred to the blanket, or is "offset" from the master to the blanket. The image on the blanket is the reverse of the image that is on the master.

TRUE AND FALSE

1. The term *desktop·publishing* does NOT have any real meaning.
2. The primary goal of desktop publishing is the production of a page.
3. Printing of books began with desktop publishing.
4. Gutenberg invented the printing press.
5. IBM was one of the first companies to develop word processing.
6. Desktop publishing involves many people in the production process.
7. One of the components of desktop publishing includes a computer.
8. The hardware is considered the heart of a desktop publishing operation.
9. The ONLY software program that is used today for desktop publishing is Pagemaker.
10. Designing the appearance of a document is one of the least important procedures in desktop publishing.
11. Graphics should be used in a purposeful manner and NOT clutter the page.
12. The text portions of a document are ALWAYS created in the desktop publishing software program.
13. Style sheets save time because they reduce repetition.
14. You should use page layout software to create headlines and captions.
15. When printing the document, a laser printer should be used to achieve the best results.

MULTIPLE CHOICE

1. Which of the following is a better name for page production than desktop publishing?

    A. Page processing.
    B. Making pages.
    C. WYSIWYG.
    D. Production.

2. Which of the following terms can currently be used interchangeably with desktop publishing?

    A. Personal publishing.
    B. In-house publishing.
    C. Page publishing.
    D. All of the above.

3. The printing process continued to become more and more defined through which of the following centuries?

    A. 18th and 19th.
    B. 16th and 17th.
    C. 19th and 20th.
    D. 17th and 18th.

4. In what decade did computers offer new technologies for page composition and phototypesetting?

    A. 1960s.
    B. 1950s.
    C. 1970s.
    D. 1980s.

5. Which of the following is NOT involved with the traditional way of publishing materials?

    A. A typesetter sets the type.
    B. One person can complete the entire job.
    C. A camera operator creates the halftone screens.
    D. Writer and editor create and shape the content.

6. Which of the following is a component of desktop publishing?

    A. Scanner.
    B. Computer.
    C. Printer.
    D. All of the above.

7. Which of the following should be selected FIRST when considering a desktop publishing operation?

    A. Graphics software.
    B. Word processing software.
    C. Page makeup software.
    D. None of the above.

8. The following topics are included in the planning phase of designs EXCEPT:

   A. Decide on the audience.
   B. Check for consistency in the appearance of the document.
   C. Decide on how to spend the most money by using the most expensive materials.
   D. Decide on the length of the document.

9. When designing the appearance of a document, which of the following should be considered?

   A. Only a small number of fonts should be used on a page.
   B. Do not use text lines that are too long for the eye to follow.
   C. Lines or screens should be used to differentiate parts of a page.
   D. All of the above.

10. How should graphics be used in desktop publishing?

   A. They should clutter the page.
   B. They should not show any emphasis on the page.
   C. They should be used in a purposeful manner.
   D. None of the above.

11. How should a grid system be used?

   A. A grid is the underlying structure of a page layout.
   B. A grid system can be used to ensure that everything lines up.
   C. A grid ensures the consistent alignment of margins.
   D. All of the above.

12. Which of the following is NOT a characteristic of style sheets?

   A. They reduce repetition.
   B. They can be used many times.
   C. They cannot be stored.
   D. They can be modified.

13. How can you manipulate the document on the screen?

   A. Scrolling back and forth.
   B. A portion of the work can be moved so that the work can be performed on that portion.
   C. Zoom commands are available.
   D. All of the above.

14. What type of printer is recommended for desktop publishing?

   A. Daisy wheel.
   B. Laser.
   C. Nine-pin dot matrix.
   D. None of the above.

15. What is the final line of a paragraph that is separated from the rest of the paragraph by a page break called?

    A. Widow.
    B. Orphan.
    C. Wrap.
    D. Footer.

16. Adjusting the spacing between certain letters is known as:

    A. Leading.
    B. Kerning.
    C. Scaling.
    D. Cropping.

17. Cutting off parts of an image or drawing to make it fit, or to show only selected areas is known as:

    A. Leading.
    B. Kerning.
    C. Scaling.
    D. Cropping.

18. The process of changing the size of an image, but not changing the proportions is known as:

    A. Leading.
    B. Kerning.
    C. Scaling.
    D. Cropping.

19. The amount of vertical spacing, expressed in points between two lines of type is known as:

    A. Leading.
    B. Kerning.
    C. Scaling.
    D. Cropping.

20. The screen icon that tells the user that the system is waiting for a command is known as a(n):

    A. Clipboard.
    B. Dummy.
    C. Prompt.
    D. Image.

21. A temporary storage place for text or graphics is known as:

    A. Clipboard.
    B. Dummy.
    C. Prompt.
    D. Image.

22. A mock layout showing placement of art and text is known as a(n):

    A. Clipboard.
    B. Dummy.
    C. Prompt.
    D. Image.

23. A copy of a photograph or scanned document that is digitized and stored in memory or on disk is known as a(n):

    A. Clipboard.
    B. Dummy.
    C. Prompt.
    D. Image.

24. Which of the following is similar to justification, but more involved when working with multiple columns?

    A. Alignment.
    B. Greeking.
    C. Gray scale.
    D. Style sheet.

25. What does WYSIWYG mean?

    A. Walter's younger sister is a witty young girl.
    B. When you sit in water you grow.
    C. What you see is what you get.
    D. None of the above.

MATCHING

A. Bleed
B. Clip art
C. Cut-and-paste
D. Dialog box
E. Format
F. Grid
G. Helvetica
H. Icon
I. Layout
J. Mouse
K. Pasteboard
L. Pixel
M. Portrait
N. PUB
O. Resolution
P. Scroll bar
Q. Typography
R. Wrap

1. An area at the edge of the screen that can be used for controlling scrolling with a mouse.

2. An on-screen graphic representation of a tool, file, or command.

3. The overall layout of a printed page, including margins, columns, and type style and size.

4. A single dot on a computer screen.

5. The technique of extending art or text in any direction over the edge of a page.

6. A graphic device that permits a command to be selected by using a mouse.

7. The sharpness of an image on the screen or in printed form, measured in dots, spots, or lines per inch.

8. The art and science of working with type elements.

9. A popular sans serif typeface, also called Geneva.

10. A collection of handy drawings stored on disk that can be inserted into a document.

11. The ability to enclose text around graphic images on a page layout.

12. The file extension used for publication files on PC and MS-DOS computers.

13. A design template that divides a page with imaginary vertical and horizontal lines as an aid to placing and aligning type and graphic elements.

14. A pointing device that lets the user move the cursor to select on-screen commands.

15. A work area that surrounds the page and is used to hold graphics and text during placement.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. The __________ is the imaginary horizontal line on which characters in a line of type rest.

____________________ 2. __________ is a blocking or makeup tool used as a nonprinting guideline that does not appear in the final copy.

____________________ 3. __________ is a euphenism for the combination of typesetting and the creation of professional quality pages for reproduction.

____________________ 4. A draft used for proofreading copy is known as a __________.

____________________ 5. Text placed at the tops of pages in a document is known as __________.

____________________ 6. __________ is a feature that aids alignment by correctly breaking words that extend to another line.

____________________ 7. __________ is a printing mode in which the text or image is viewed lengthwise on the page.

____________________ 8. The __________ is a screen icon that moves in response to the movement of the mouse.

____________________ 9. The final copy of a document that includes graphics is the __________.

____________________ 10. A __________ is a device that optically reads data or images via reflected light, and converts it into machine-readable information.

ESSAY

1. Explain what desktop publishing means to you.

2. What is the primary goal of desktop publishing?

3. List four components of desktop publishing.
   1)
   2)
   3)
   4)

ANSWERS

True and False

1. T
2. T
3. F
4. T
5. T
6. F
7. T
8. F
9. F
10. F
11. T
12. F
13. T
14. T
15. T

Multiple Choice

1. A
2. D
3. C
4. A
5. B
6. D
7. B
8. C
9. D
10. C
11. D
12. C
13. D
14. B
15. A
16. B
17. D
18. C
19. A
20. C
21. A
22. B
23. D
24. A
25. C

Matching

1. P
2. H
3. E
4. L
5. A
6. D
7. O
8. Q
9. G
10. B
11. R
12. N
13. F
14. J
15. K

Fill in the Blank

1. Baseline
2. Blueline
3. Desktop publishing
4. Galley
5. Headers
6. Hyphenation
7. Landscape
8. Pointer
9. Proof
10. Scanner

Essay

1.-2. Evaluated to the satisfaction of the instructor.

3. Any four of the following may be listed:

    1. Computer
    2. Printer
    3. Monitor
    4. Mouse
    5. Image scanner
    6. Disk storage

TRUE AND FALSE

1. There is only ONE type of calculator: the programmable electronic calculator.
2. When preparing to use the calculator, do NOT remove anything from your desk because you will probably need everything that is there.
3. ALWAYS place the calculator to your right when preparing to do calculations.
4. The source documents being used should be placed to the operator's LEFT.
5. The proper posture to use when using the calculator includes keeping your back and shoulders straight with both feet flat on the floor.
6. Your keystrokes should be quick and choppy.
7. ALWAYS watch your fingers to be sure that no errors are made.
8. Once you have learned the touch method, then the knowledge can be transferred to any keypad.
9. The touch system reduces fatigue because it allows the hand to remain in one place.
10. When holding a pencil while calculating, grip the pencil securely to keep it from falling out of your hand.
11. You should learn to read numbers quickly to increase your accuracy and speed.
12. Speed is more important than accuracy.
13. You should concentrate on your work and NOT on what is going on around you.
14. You should make up your own procedures rather than following the procedures already set up.
15. As long as you can read your writing, you do NOT have to worry about anyone else reading what you have written.

MULTIPLE CHOICE

1. Which of the following is NOT a type of calculator?

   A. Computer keypad.
   B. Keypunch printer.
   C. Electronic display.
   D. Programmable electronic.

2. Which of the following items should be left on your desk when preparing to use the calculator?

   A. The calculator.
   B. Source documents.
   C. Pencils.
   D. All of the above.

3. Where should you place the calculator when preparing to do calculations?

   A. To your left.
   B. To your right.
   C. Directly in front of you.
   D. Both A and B.

4. What is the correct position of the calculator on the desk when preparing to do calculations?

   A. At the edge of your desk.
   B. At the front of your desk.
   C. At arm's length from you.
   D. On another table close to you.

5. Where should you place the source documents when preparing to do calculations?

   A. Directly in front of you.
   B. To your right.
   C. To your left.
   D. None of the above.

6. If using correct posture, which of the following will occur?

   A. Accuracy will increase.
   B. Fatigue will be prevented.
   C. Speed will increase.
   D. All of the above.

7. All of the following are suggested to position yourself correctly when using the calculator EXCEPT:

   A. Keep both feet flat on the floor.
   B. Do NOT place your fingers over the home row.
   C. Slant your arms at the same angle as the keyboard.
   D. Use quick strokes and a smooth, flowing rhythm.

8. Which statement BEST describes the touch system?

   A. Allows the operator to consistently use the same finger to strike a key.
   B. Allows accuracy to decrease.
   C. Always look at the keypad.
   D. Speed decreases.

9. Which of the following is an advantage of holding a pencil in your writing hand when using the calculator?

   A. No motion is wasted.
   B. Saves time when recording data.
   C. The pencil is easily moved to a writing position.
   D. All of the above.

10. All of the following are good work habits EXCEPT:

   A. Read numbers slowly to increase accuracy.
   B. Look at groups of numbers rather than individual numbers.
   C. Utilize time well.
   D. Follow procedures accurately.

11. All of the following are good work habits EXCEPT:

   A. Write legibly.
   B. Concentrate on what is being done.
   C. A good attitude has nothing to do with success.
   D. Accuracy is more important than speed.

12. Which of the following keys vary from keypad to keypad?

   A. 0.
   B. . (decimal).
   C. Both A and B.
   D. None of the above.

MATCHING

A. Add mode
B. Clear key
C. Credit balance
D. Decimal selector
E. Discount
F. Division key
G. Home row
H. Index a number
I. Memory clear key
J. Memory recall key
K. Operational keys
L. Percent
M. Plus key
N. Prorate
O. Register

1. To divide or assess proportionally.
2. The keys of the electronic calculator that perform various functions.
3. A negative balance obtained when the amount subtracted is greater than the amount added.
4. The middle row of keys on a ten-key calculator or computer keypad.
5. Tells the calculator to show the amount that is stored in memory.
6. Identified on the calculator by "%".
7. The inner mechanisms of the calculator where the computation is performed.
8. Depress the numeric keys of a number in order from left to right.
9. An amount subtracted from a regular price.
10. A switch which allows the operator to preset where the decimal will appear in a final answer.
11. Identified by "+".
12. Removes information from the register and readies the calculator to accept a new problem.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. The index finger should be on the __________ key when on the home row.

____________________ 2. The middle finger should be on the __________ key when on the home row.

____________________ 3. The ring finger should be on the __________ key when on the home row.

____________________ 4. The __________ finger hits the 8 key.

____________________ 5. The __________ finger hits the 1 key.

____________________ 6. The __________ finger hits the 3 key.

____________________ 7. The __________ finger hits the 5 key.

____________________ 8. The __________ finger hits the 9 key.

____________________ 9. The __________ finger hits the 7 key.

____________________ 10. The operator may hold the pencil in his/her __________ hand.

ESSAY

1. List at least two advantages of using the touch system.

   (1)

   (2)

2. List three types of calculators.

   (1)

   (2)

   (3)

ANSWERS

True and False

1. F
2. F
3. F
4. F
5. T
6. F
7. F
8. T
9. T
10. F
11. T
12. F
13. T
14. F
15. F

Multiple Choice

1. B
2. D
3. D
4. C
5. A
6. D
7. B
8. A
9. D
10. A
11. C
12. C

Matching

1. N
2. K
3. C
4. G
5. J
6. L
7. O
8. H
9. E
10. D
11. M
12. B

Fill in the Blank

1. 4
2. 5
3. 6
4. Middle
5. Index
6. Ring
7. Middle
8. Ring
9. Index
10. Right or left

Essay

1. Evaluated to the satisfaction of the instructor.

2. Any three of the following may be listed:

    1) Electronic display calculator.
    2) Electronic printing calculator.
    3) Programmable electronic calculator.
    4) Computer keypad.

TRUE AND FALSE

1. Information processing involves collecting/creating, recording, manipulating, storing, and printing data to produce useful information.
2. The ONLY types of business documents are memos, letters, and reports.
3. Information processing can NEVER be integrated.
4. The "brain" of the computer is the memory.
5. The keyboard is the ONLY input device for entering data.
6. The document cycle includes input, processing, output, distribution, storage, and retrieval.
7. The spelling checker is a production feature.
8. When using word processing software, normally on-line help is unavailable.
9. Setting margins and tab stops are types of formatting.
10. Once a document is formatted, you cannot reformat the document.
11. You cannot format each paragraph separately.
12. Line spacing may be changed as needed.
13. To backup a file means that you are going back to the last file you worked on.
14. Dual function keys or code keys can perform two functions and are usually used together with a control or code key.
15. The hardcopy of a document is the printout of the document.
16. The cursor is a punctuation mark.
17. The page break is a manual or automatic command that controls when a new page will begin.
18. Hyphenation is a feature that permits dividing words at the end of a line.
19. A widow line is the LAST line of a paragraph that is printed at the bottom of a page, before a page break.
20. To store information means to save the information on magnetic media so that it may be used later.

MULTIPLE CHOICE

1. Computerized information processing includes which of the following?

   A. Creating.
   B. Printing.
   C. Revising.
   D. All of the above.

2. Which of the following uses information processing?

   A. Form documents.
   B. Mathematicians.
   C. Electronic mail documents.
   D. All of the above.

3. Which of the following may be integrated with information processing?

   A. Spreadsheets.
   B. Graphics.
   C. Both A and B.
   D. None of the above.

4. Which of the following is NOT a part of information processing equipment?

   A. Electronic calculator.
   B. Central processing unit.
   C. Keyboard.
   D. Printer.

5. Which of the following is the brains of the computer?

   A. Memory.
   B. CPU.
   C. Printer.
   D. Monitor.

6. Which of the following is the permanent memory of the computer?

   A. ROM.
   B. RAM.
   C. PBX.
   D. CPU.

7. Which of the following is the temporary memory of the computer?

   A. ROM.
   B. RAM.
   C. PBX.
   D. CPU.

8. Which of the following is NOT an input device?

   A. Keyboard.
   B. Mouse.
   C. Printer.
   D. Optical character reader.

9. Which of the following is a common external storage device?

   A. Hard disk.
   B. Floppy disk.
   C. Both A and B.
   D. None of the above.

10. Users can modify portions of text when using information processing features by:

    A. Making corrections without having to retype correct material.
    B. Copying or moving portions of text.
    C. Changing left and right margins and tab stops.
    D. All of the above.

11. When working with basic features of information processing, the screen indicates all of the following EXCEPT:

    A. The on and off switch.
    B. The cursor where the next typed character will appear.
    C. Text within the document.
    D. The left and right margins.

12. Which of the following is a part of the computer keyboard?

    A. Function keys.
    B. Alphanumeric keys.
    C. Cursor control keys.
    D. All of the above.

13. The document cycle includes all of the following EXCEPT:

    A. Storage.
    B. Distribution.
    C. Calculation.
    D. Processing.

14. The processing part of the document cycle includes all of the following EXCEPT:

    A. Copies are printed at this time.
    B. The processed document is normally saved at this point.
    C. The text can be edited, revised, combined, rearranged, and formatted.
    D. Various features of the word processing software are used.

15. The output part of the document cycle includes all of the following EXCEPT:

    A. The document is printed.
    B. Copies are produced.
    C. The document is saved.
    D. Addresses are inserted on letters.

16. Which of the following is NOT a production feature of a word processing program?

    A. Search feature.
    B. Help screen.
    C. Spelling checker.
    D. Arithmetic functions.

17. Which of the following is NOT an advantage of using a spelling checker?

    A. Flags any words not found in the memory-resident dictionary.

    B. Grammar is ALWAYS checked.

    C. Additional help may be given by suggesting one or more possible substitutes for a correct spelling.

    D. Allows the user to add words to the dictionary.

18. What function does the thesaurus provide when using a word processing program?

    A. Provides synonyms to improve writing.

    B. The selected word replaces the original word by using the proper command.

    C. A list of synonyms is displayed when the user uses the proper command.

    D. All of the above.

19. Which of the following is NOT a typical function key for a word processing program?

    A. Calculate.

    B. Overtype/insert.

    C. Help screen.

    D. Print.

20. Which of the following is NOT a formatting function included in a word processing program?

    A. Tab stops.

    B. Paragraph indentions.

    C. Printing.

    D. Character formats.

21. Which of the following is an entering or editing function of a word processing program?

    A. Line spacing.

    B. Moving or cut/paste.

    C. Search and replace.

    D. All of the above.

22. Which of the following is NOT a print option of a word processing program?

    A. Page breaks.

    B. Search and replace.

    C. Page numbering.

    D. Pitch.

23. Which of the following is an advanced feature of a word processing program?

    A. Column mode.

    B. Macros.

    C. Split screen.

    D. All of the above.

24. Which of the following features would you use if you wanted to see two different documents at the same time?

    A. Automatic save.
    B. Style checker.
    C. Windows.
    D. Column mode.

25. Which of the following features would you use if you wanted to record your keystrokes and save the strokes to be used again?

    A. Automatic save.
    B. Macros.
    C. Split screen.
    D. Style checker.

MATCHING

A. Application
B. Block
C. Cursor
D. Desktop publishing
E. Font
F. Formatting keys
G. Function keys
H. Header
I. Input
J. Justify
K. Locating keys
L. Orphan
M. Pitch
N. Retrieve
O. Revision
P. Scrolling
Q. Software
R. Word wrap

1. Keys used to find information saved in temporary memory or on permanent storage media.

2. A line of text which appears at the top of each page.

3. Use of information processing software, such as in creating letters, reports, and mailing lists.

4. One of the many sizes and styles of type that may be available for printing.

5. A feature that sends text to the beginning of the next line when you type beyond the margin.

6. The measure of type size.

7. Instructions that tell the computer the operating instructions/ commands of the word processor.

8. A selected portion of text that can be operated upon as a unit.

9. Special keys that, when used alone or in combination with other keys, allow special operations such as centering, underlining, etc.

10. Keying text/data into a computer or typewriter.

11. To obtain stored information.

12. Moving a portion of the text in a document into view on the screen.

13. To print with straight margins on both sides.

14. Editing and making typewritten corrections.

15. The last line of a paragraph that is printed at the top of a page after a page break.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. ROM is the computer's __________ memory.

____________________ 2. RAM is the computer's __________ memory.

____________________ 3. Auxiliary storage includes __________ disks and hard disks.

____________________ 4. __________ is a feature that automatically starts a word at the left margin of the next line if there is not enough room on the previous line.

____________________ 5. __________ a document may include a printout and/or a disk.

____________________ 6. The __________ feature allows the user to locate an item.

____________________ 7. __________ is the process of changing the left, right, top, and bottom margins, or changing the line spacing for part or all of the document.

____________________ 8. __________ operations includes selecting a section of text and performing other functions on that section.

____________________ 9. __________ is similar to a cut-and-paste operation.

____________________ 10. Automatic __________ helps prevent losing files of new or revised documents unintentionally when the user quits the program.

ESSAY

1. List the steps of the document cycle.

    1)

    2)

    3)

    4)

    5)

    6)

2. List and describe three types of advanced features of your word processing program.

    1)

    2)

    3)

ANSWERS

True and False

1.	T	5.	F	9.	T	13.	F	17.	T
2.	F	6.	T	10.	F	14.	T	18.	T
3.	F	7.	T	11.	F	15.	T	19.	F
4.	F	8.	F	12.	T	16.	F	20.	T

Multiple Choice

1.	D	6.	A	11.	A	16.	B	21.	D
2.	D	7.	B	12.	D	17.	B	22.	B
3.	C	8.	C	13.	C	18.	D	23.	D
4.	A	9.	C	14.	A	19.	A	24.	C
5.	B	10.	D	15.	C	20.	C	25.	B

Matching

1.	K	6.	M	11.	N
2.	H	7.	Q	12.	P
3.	A	8.	B	13.	J
4.	E	9.	G	14.	O
5.	R	10.	I	15.	L

Fill in the Blank

1. Permanent
2. Temporary
3. Floppy
4. Word wrap
5. Storing
6. Search
7. Formatting
8. Block
9. Copy
10. Saving

Essay

1. All of the following steps should be included:

    1) Input
    2) Processing
    3) Output
    4) Distribution
    5) Storage
    6) Retrieval

2. Evaluated to the satisfaction of the instructor.

COMPETENCY MATRIX OF TEST BANK QUESTIONS

SECTION III

SECTION III		QUESTION TYPES					
Unit	Comp.	T/F	MC	Match 1	Match 2	Fill-in	Essay
1 Mod. A	1			All	All		
	2	1-3	1-8			4	1
	3	4-10	9-19			1, 2	
	4	11-14	20-27			6	
	5	15	28-33			3, 5, 8	
	6	16, 17	34				
	7	18-25	35-55			7, 9, 10	2
	8						
Mod. B	1	1-3	1-4	3, 9, 10, 12, 14		1, 8	
	2	4-8	5-8	4, 8		2	
	3	9, 10	9-11	2, 5, 11		3, 9	
	4	11-15	12-15	1, 6, 7, 13, 15		4, 5	
	5	16-18	16-18		1, 5, 6, 10	6	
	6	19-21	19-22		2, 3, 8, 11	7	
	7	22-28	23-28		4, 7, 9, 12-15	10	
	8	29, 30	29, 30				
	9						

SECTION III		QUESTION TYPES					
Unit	**Comp.**	**T/F**	**MC**	**Match 1**	**Match 2**	**Fill-in**	**Essay**
Mod. C	1	1		All		1-8	
	2	2-7	1-12			9	
	3	8	13-19				
	4	9-11	20-22				1
	5	12, 13	23, 24				
	6	14	25			10	
	7	15-17	26, 27				
	8	18-20	28-30				2
Mod. D	1			All		2	
	2	1-5	1-5			1, 3, 4	1
	3	6-15	6-20			5-10	2, 3
	4						
	5						
Mod. E	1			All		1-5	
	2	1-5, 15	1-5			7	1
	3	6-10	6			6, 9	2
	4	11-13				8	
	5		7-10			10	
	6	14	11				
	7		12-25				
	8						

SECTION III		QUESTION TYPES					
Unit	Comp.	T/F	MC	Match 1	Match 2	Fill-in	Essay
Mod. F	1			All			
	2	1-7	1-7			1, 2	2
	3	8, 9	8, 9				1
	4	10-14	10-13, 16-19			3, 6, 7	
	5		14, 15, 20-23			5	
	6	15-24	24-32			4, 8-10	
	7	25	33-35				
Mod. G	1	1	15-25	All	All		
	2	2-6	1-5				1, 2
	3	7, 8	6				3
	4	9-15	7-14				
	5						
2	1			All			
	2	All	All			All	1, 2
3	1	15, 16 19, 20	6-9, 12	All		1-3, 7	
	2	1-5	1-5, 13-15				
	3	6				5	1
	4	7-13, 17, 18	10, 11, 16-18, 23-25			4, 6, 8-10	2
	5	14	19-22				
	6						
	7						

Business Office Clerical/

Business Office Services

Section IV

COMMUNICATING EFFECTIVELY

TEST BANK

TRUE AND FALSE

1. The ONLY items that can be sent first-class mail are letters.
2. Anyone can use second-class mail.
3. Third-class mail is faster than any other class of mail.
4. Items that weigh over 16 ounces may be sent fourth-class mail.
5. International mail is all mail that goes outside the United States, Canada, and Mexico.
6. Express mail is a postal service providing insurance protection of merchandise more than $200.
7. Money orders are the ONLY way to send money through the mail.
8. Return receipts are available ONLY on express mail.
9. When opening mail, ALL items should be opened and inspected.
10. After opening the mail, throw away ALL envelopes.
11. Always record any special mail in the mail register.
12. You should sort mail into three stacks based on importance.
13. When preparing outgoing mail, ALWAYS make sure the document has been signed.
14. Documents are folded only one way, no matter what envelope is being used.
15. Interoffice mail stays within the company.
16. All outgoing mail must be stamped at the post office.
17. ZIP Codes are only five digits long.
18. One of the advantages of using E-mail is the messages can be delivered at a predictable time.
19. A disadvantage of using E-mail is a computer may not be available to receive the message.
20. A telegram is NOT a type of electronic mail.
21. Bulletin boards are electronic messaging system services.
22. A bulletin board is NOT a type of E-mail.

23. Facsimile transmissions use ONLY telephone lines.

24. A fax machine is similar to a copy machine.

25. The price of a fax machine is becoming affordable.

MULTIPLE CHOICE

1. All of the following are types of first-class mail EXCEPT:

   A. Magazines.
   B. Post cards.
   C. Letters.
   D. Bills.

2. Which of the following items are characteristics of priority mail?

   A. Weighs over 12 ounces.
   B. Postage is calculated by weight and destination.
   C. Both A and B.
   D. None of the above.

3. Which of the following is NOT considered second-class mail?

   A. Magazines.
   B. Checks.
   C. Newspapers.
   D. Periodicals.

4. All of the following are types of third-class mail EXCEPT:

   A. Books.
   B. Catalogs.
   C. Post cards.
   D. Advertisements.

5. Which of the following is a characteristic of fourth-class mail?

   A. Rates are determined by weight and distance.
   B. Packages may be opened by the postal service for inspection.
   C. Items normally weigh 16 ounces or more.
   D. All of the above.

6. In addition to the United States, which of the following is considered domestic mail?

   A. Mexico.
   B. Canada.
   C. Both A and B.
   D. None of the above.

7. Which of the following postal services includes guaranteed next day delivery?

   A. Express mail.
   B. Special delivery.
   C. Registered mail.
   D. Insured mail.

8. Which of the following postal services includes messenger delivery as soon as it is received at the post office?

   A. Express mail.
   B. Special delivery.
   C. Registered mail.
   D. Insured mail.

9. Which of the following postal services includes paying for the mailed item when it arrives rather then when it is mailed?

   A. COD.
   B. Registered mail.
   C. Express mail.
   D. Insured mail.

10. All of the following mail services have return receipts EXCEPT:

    A. Registered mail.
    B. Insured mail.
    C. Special delivery.
    D. Certified mail.

11. All of the following supplies are used to process incoming mail EXCEPT:

    A. Paper clips.
    B. Mail register.
    C. Letter opener.
    D. Postal stamps.

12. When sorting mail, which of the following is a mail category?

    A. Packages.
    B. Telecommunications.
    C. Personal mail.
    D. All of the above.

13. When opening mail, you should FIRST:

    A. Tap the lower edge of the envelope.
    B. Remove everything from the envelope.
    C. Tear the envelope open.
    D. None of the above.

14. When an enclosure is missing from a letter, you should do all of the following EXCEPT:

    A. Attach the envelope to the letter.
    B. Throw the envelope away.
    C. Make a notation on the letter to indicate that the enclosure is missing.
    D. Contact the sender.

15. Which of the following should be recorded in the mail register?

    A. Any items expected by a certain date.
    B. Mail that will be distributed to several people.
    C. Registered mail.
    D. All of the above.

16. When processing outgoing mail, ALL documents should be inspected for:

    A. Signatures.
    B. Matching address on the letter and the envelope.
    C. Enclosures.
    D. All of the above.

17. Which of the following is a type of business envelope?

    A. No. 6 envelope.
    B. No. 10 envelope.
    C. Window envelope.
    D. All of the above.

18. The first digit of a standard five digit ZIP Code designates:

    A. City.
    B. Geographic location.
    C. Local post office.
    D. Portion of the city.

19. The second and third digits of a standard five digit ZIP Code designate:

    A. City.
    B. Geographic location.
    C. Local post office.
    D. Portion of the city.

20. The fourth and fifth digits of a standard five digit ZIP Code designate:

    A. City.
    B. Geographic location.
    C. Local post office.
    D. Portion of the city.

21. The first two digits of an expanded ZIP Code designate:

    A. Delivery segment.
    B. Geographic location.
    C. Local post office.
    D. Portion of the city.

22. The third and fourth digits of an expanded ZIP Code designate:

    A. Delivery segment.
    B. Geographic location.
    C. Local post office.
    D. Portion of the city.

23. All of the following are advantages of using E-mail EXCEPT:

    A. E-mail saves time.
    B. Computers are always available.
    C. E-mail can be accessed from any terminal.
    D. Messages can be stored.

24. Which of the following is the OLDEST type of electronic mail?

    A. Telegram.
    B. Telex/TWX.
    C. Mailgram.
    D. Facsimile.

25. All of the following are characteristics of electronic bulletin boards EXCEPT:

    A. Electronic messages can be posted.
    B. Electronic messages can be picked up.
    C. Only upper management may use the bulletin boards.
    D. A computer and a disk drive are needed.

26. Which of the following items can be found on a bulletin board?

    A. Job search resources.
    B. Family tree information.
    C. Files related to trademarks.
    D. All of the above.

27. All of the following are characteristics of a facsimile EXCEPT:

    A. Radio waves are never used.
    B. A laser printer can be used for the output.
    C. Images are stored digitally.
    D. Images can be sent and received by using modems.

28. Which of the following is the MAJOR component of the fax machine?

    A. Scanner.
    B. Video monitor.
    C. Calculator.
    D. Clock.

29. All of the following items make up a fax machine EXCEPT:

    A. Phone.
    B. Scanner.
    C. Calculator.
    D. Printer.

30. Which of the following is a standard feature and/or capability of a fax machine?

    A. Automatic redial.
    B. Speed.
    C. Storage.
    D. All of the above.

MATCHING

A. Annotate
B. Certificate of mailing
C. Domestic mail
D. Facing mail
E. Mail register
F. Modem
G. Postage meter
H. Priority mail
I. Recalling mail
J. Rough-sorting
K. Routing slip
L. Telecommunications
M. Tracing mail
N. User groups
O. Voice mail

1. A link between telephones and voice-activated computers.

2. First-class mail weighing over 12 ounces.

3. Any communication requiring the use of telephone or telegraph lines, or satellite networks.

4. Organizations of computer users that run many of the available bulletin boards.

5. To provide explanations in the margins of correspondence to assist the employer.

6. Arranging the envelopes so that all of the addresses face forward and read from left to right.

7. Recordkeeping form used to record the receipt of special incoming mail and expected items.

8. A device used to help computers communicate over telephone lines.

9. Mail sent and delivered within the United States.

10. Sorting the mail according to local and out-of-town destinations.

11. Certificate that is completed by the postal service at the time of mailing to prove that an item was mailed.

12. A machine that prints postage fees which can be used like stamps.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. A __________ board is an electronic messaging system for common or special interest groups.

____________________ 2. __________ mail are those items exchanged within a company.

____________________ 3. A __________ is a message sent by Western Union to the local post office to be delivered with the regular mail.

____________________ 4. A _________ receipt is the proof of delivery.

____________________ 5. Third-class mail is __________ than other types of mail.

____________________ 6. The __________ envelope measures 6 1/2" x 3 5/8".

____________________ 7. The __________ envelope measures 9 1/2" x 4 1/8".

____________________ 8. If using electronic mail, the messages are left for the receiver in their _________.

____________________ 9. Access to a bulletin board is _________, but to add items to, the bulletin board, a fee is charged.

____________________ 10. Fax machine prices are going _________.

ESSAY

1. List three types of mail classifications and give an example of each.

   (1)

   (2)

   (3)

2. In your own words, explain why you annotate mail.

ANSWERS

True and False

1.	F	6.	F	11.	T	16.	F	21.	T
2.	F	7.	F	12.	T	17.	F	22.	F
3.	F	8.	F	13.	T	18.	T	23.	F
4.	T	9.	F	14.	F	19.	T	24.	T
5.	T	10.	F	15.	T	20.	F	25.	T

Multiple Choice

1.	A	7.	A	13.	A	19.	A	25.	C
2.	C	8.	B	14.	B	20.	C	26.	D
3.	B	9.	A	15.	D	21.	D	27.	A
4.	C	10.	C	16.	D	22.	A	28.	A
5.	D	11.	D	17.	D	23.	B	29.	C
6.	C	12.	D	18.	B	24.	A	30.	D

Matching

1.	O	5.	A	9.	C
2.	H	6.	D	10.	J
3.	L	7.	E	11.	B
4.	N	8.	F	12.	G

Fill in the Blank

1. Bulletin
2. Interoffice
3. Mailgram
4. Return
5. Slower
6. No. 6
7. No. 10
8. Mailbox
9. Free
10. Down

Essay

1. Any three of the following may be used. The examples are to be evaluated to the satisfaction of the instructor.

   (1) First-class.
   (2) First-class zone-rated (priority) mail.
   (3) Second-class mail.
   (4) Third-class mail.
   (5) Fourth-class mail (parcel-post).
   (6) Mixed classes.
   (7) International mail.

2. Evaluated to the satisfaction of the instructor.

TRUE AND FALSE

1. Listening is NOT a skill, it is simply hearing sounds.
2. When preparing to listen, sit up straight and be prepared to take notes.
3. You should ALWAYS give the speaker your complete attention.
4. Watching the speaker's body language has nothing to do with listening.
5. After a speaker is finished, you should NEVER ask questions.
6. When speaking on the telephone, the caller will develop an impression from the tone in your voice.
7. You need NOT worry about what the caller thinks of you because he/she will never see you.
8. When spelling names on the telephone, it is helpful to use the phonetic alphabet.
9. If you take a message, you may write that message on anything as long as the message can be read.
10. You do NOT have to answer the phone on the first ring, even if you are sitting next to it.
11. After taking a message, NEVER read it back to the caller.
12. If planning to make an outgoing call, you should write down the name of the person or organization being called.
13. If you want a local telephone number, call information before checking other sources.
14. The classified section of the telephone directory is the white pages.
15. You should ALWAYS log long-distance telephone calls.

MULTIPLE CHOICE

1. Which of the following is a good listening technique?

   A. Give the speaker your complete attention.
   B. Ask questions.
   C. Watch the speaker's body language.
   D. All of the above.

2. Which of the following statements would describe a person who is paying attention to the speaker?

   A. Maintain eye contact with the speaker.
   B. Do not sketch or doodle.
   C. Both A and B.
   D. None of the above.

3. Which of the following is a type of body language?

   A. Facial expression.
   B. Hand movements.
   C. Tone of voice.
   D. All of the above.

4. Which of the following statements would create a good telephone image?

   A. Chew gum while talking.
   B. Use the caller's name when possible.
   C. Interrupt the caller.
   D. None of the above.

5. When developing a helpful telephone voice, you should do all of the following EXCEPT:

   A. Eat your lunch while talking.
   B. Vary tone of voice.
   C. Speak at a normal rate of speed.
   D. Speak clearly and distinctly.

6. If using the phonetic alphabet, which of the following would you use for the letter "A"?

   A. Baby.
   B. Sue.
   C. Alice.
   D. Happy.

7. If using the phonetic alphabet, which of the following would you use for the letter "C"?

   A. Kangaroo.
   B. Charles.
   C. Kitchen.
   D. Katie.

8. All of the following are ways to organize your telephone work area EXCEPT:

A. Maintain a list of frequently called numbers.
B. Leave your boss's phone messages on your desk.
C. Have telephone directories nearby.
D. Know how to use the telephone equipment.

9. All of the following are procedures for answering the telephone EXCEPT:

A. Do not identify yourself.
B. Get the name of the caller.
C. Answer the telephone promptly.
D. Speak clearly.

10. Which of the following is NOT a step for placing a caller on hold?

A. Explain why you must leave the phone.
B. Give the caller the option of holding or calling him/her back.
C. Drop the phone.
D. Return to the caller frequently so that he/she knows you are working on the matter.

11. Which of the following items should be placed on a telephone message form?

A. Date.
B. Important details of the call.
C. The caller's name.
D. All of the above.

12. After taking the telephone message, you should do all of the following EXCEPT:

A. Read the message back to the caller.
B. Record the telephone call in the log.
C. Leave the message on your desk to be picked up later.
D. Give the message to the proper person.

13. All of the following are steps for planning calls EXCEPT:

A. Call at any time that is convenient.
B. Write down the name of the person you are calling.
C. Get the phone number.
D. Write down the information needed.

14. If it is 9 a.m. in Los Angeles, California, what time is it in Dallas, Texas?

A. 10 a.m.
B. 11 a.m.
C. 12 p.m.
D. 8 a.m.

15. If it is 10 a.m. in San Antonio, Texas, what time is it in New York City, New York?

A. 11 a.m.
B. 9 a.m.
C. 1 p.m.
D. 12 p.m.

16. If it is 1 p. m. in Denver, Colorado, what time is it in Spokane, Washington?

    A. 2 p.m.
    B. 4 p.m.
    C. 12 p.m.
    D. 3 p.m.

17. When placing a telephone call, you should do all of the following EXCEPT:

    A. Identify yourself immediately.
    B. State your purpose.
    C. Dial carefully.
    D. Demand that you speak to the person you are calling.

18. Which of the following is a purpose of a telephone directory?

    A. Provides telephone numbers.
    B. Lists available telephone services.
    C. Lists types of businesses.
    D. All of the above.

19. All of the following are parts of the telephone directory EXCEPT:

    A. White pages.
    B. Acknowledgement pages.
    C. Yellow pages.
    D. Introductory pages.

20. Where would you find local ZIP Codes in a telephone directory?

    A. White pages.
    B. Acknowledgement pages.
    C. Yellow pages.
    D. Introductory pages.

21. Where would you find your instructor's phone number if he/she lived in the same city as you?

    A. White pages.
    B. Acknowledgement pages.
    C. Yellow pages.
    D. Introductory pages.

22. Where would you find a listing of pizza parlors in your city?

    A. White pages.
    B. Acknowledgement pages.
    C. Yellow pages.
    D. Introductory pages.

23. What number would you use to call information to get a number that was not listed in the telephone directory?

    A. 1411.
    B. (area code)555-1212.
    C. Both A and B.
    D. None of the above.

24. Which of the following is a reason for logging long-distance telephone calls?

    A. Used for double checking accuracy of the phone bills.
    B. Identifies the proper amount of money to be repaid for long-distance calls.
    C. Identifies the proper charges for long-distance calls.
    D. All of the above.

25. Which of the following information should be included in the long-distance log?

    A. Date and time of the call.
    B. Purpose of the call.
    C. Telephone number called.
    D. All of the above.

MATCHING

A. Conference call
B. Direct-dial calls
C. Key system
D. Long-distance file card
E. Paging device
F. Person-to-person call
G. PBX
H. Long-distance call register
I. WATS
J. Teletypewriter
K. Telex
L. Station-to-station call

1. A special service available that allows a fixed charge for any amount of long-distance calls.
2. The form used to record specific information regarding a long-distance call.
3. Placing a call without the use of an operator.
4. Worldwide teletypewriter networks.
5. An operator-assisted, long-distance call in which the caller requests a particular person or extension.
6. A type of telephone system in which the telephones have several buttons that light up when being used.
7. A call in which several people talk on the same line.
8. A form used to record information concerning all long-distance calls for a one-month period.
9. A beeper.
10. A telephone system consisting of an operator-controlled switchboard.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

_____________ 1. ________ means being able to detect sounds.

_____________ 2. When you are speaking on the phone, you should talk at a ________ rate of speed.

_____________ 3. If you are looking for a telephone number, first look in the ________ before calling information.

_____________ 4. Call ________ is a telephone feature that allows the user to send incoming calls to another phone.

_____________ 5. Call ________ is a telephone feature that allows another call to hold while the user is talking to the first caller.

_____________ 6. A ________ call is one in which the receiving person must first accept the charges before the call can be completed.

_____________ 7. A ________ is a combination microphone and loudspeaker device attached to a telephone.

_____________ 8. ________ is the electronic transmission of information, whether it is voice or data.

_____________ 9. When creating a good telephone image, you should always return calls ________.

_____________ 10. At the end of each month, the information from the long-distance file cards should be transferred to the ________.

ESSAY

1. List four characteristics of a good listener.

    (1)

    (2)

    (3)

    (4)

2. List four items of information that should be listed on the long-distance log.

    (1)

    (2)

    (3)

    (4)

ANSWERS

True and False

1. F
2. T
3. T
4. F
5. F
6. T
7. F
8. T
9. F
10. F
11. F
12. T
13. F
14. F
15. T

Multiple Choice

1. D
2. C
3. D
4. B
5. A
6. C
7. B
8. B
9. A
10. C
11. D
12. C
13. A
14. B
15. A
16. C
17. D
18. D
19. B
20. D
21. A
22. C
23. C
24. D
25. D

Matching

1. I
2. D
3. B
4. K
5. F
6. C
7. A
8. H
9. E
10. G

Fill in the Blank

1. Hearing
2. Normal
3. Directory
4. Forwarding
5. Waiting
6. Collect
7. Speakerphone
8. Telecommunications
9. Promptly
10. Register

Essay

1. Evaluated to the satisfaction of the instructor.

2. Any four of the following may be used.

   1) Date and time of the call.
   2) The caller's name.
   3) Telephone number called.
   4) City and state called.
   5) Name of person contacted.
   6) Cost or approximate length of call.
   7) Purpose of the call.
   8) Initials of the person taking the call.

TRUE AND FALSE

1. Before beginning to write, you should gather all information needed to write a letter or any other written material.
2. You should NEVER read through other examples of written material because they will only confuse you.
3. You should organize your thoughts and develop an outline before beginning to write.
4. There is NO logical process in writing.
5. Your first draft of a letter should be the last draft.
6. The five Cs of letter writing are: complete, clear, correct, concise, and courteous.
7. A purpose for composing a letter is NOT to get a response.
8. You should create an outline for each letter written.
9. The first and last sentences in a business letter should be the weakest part of the letter.
10. You should use as many negative words as you can when writing business letters.
11. Make business letters long and wordy.
12. ALWAYS use words such as I, me, and mine to give the reader an idea of who you are.
13. You do NOT have to maintain goodwill in business letters.
14. The purpose of a goodwill letter is to thank someone for good service.
15. The purpose of a request letter is to promote a good impression about you.
16. The purpose of a response letter is to fulfill ONLY social obligations.
17. You NEVER maintain goodwill in a negative response letter.
18. Memorandums are used as business letters to other businesses.
19. Business forms have blank spaces in which information is recorded.
20. There is only ONE type of business form available.
21. You should ALWAYS read through a business form to become familiar with information on the form.
22. Business reports are normally single-spaced to save space and paper.

23. Business reports NEVER have page numbers.
24. A title page for a business report is NEVER necessary.
25. A table of contents should be included with a long business report.

MULTIPLE CHOICE

1. Which of the following is NOT a step in composing letters?

    A. Organizing.
    B. Producing.
    C. Planning.
    D. Writing.

2. All of the following are steps involved with planning a letter EXCEPT:

    A. Make phone calls.
    B. Develop an outline.
    C. Organize your thoughts.
    D. Decide on the most logical order.

3. When reading through a rough draft, which of the following should you be proofreading for?

    A. Correctness of grammar.
    B. Correctness of the message flow.
    C. Correctness of information.
    D. All of the above.

4. Which of the following statements would apply to the completeness of a letter?

    A. All data are included so that the information is understood.
    B. Make sure it answers any questions that may arise.
    C. Both A and B.
    D. None of the above.

5. Which of the following should you do when making sure the message of the letter is clear?

    A. Know your audience.
    B. Know the reason for communication.
    C. Know the information.
    D. All of the above.

6. When making sure a letter is correct, you should check all of the following EXCEPT:

    A. Grammar.
    B. Spelling.
    C. Telecommunication.
    D. Punctuation.

7. If a letter is concise, which of the following would NOT be helpful to shorten the letter?

    A. Use straightforward words.
    B. Make sentences long.
    C. Get right to the point.
    D. Omit unnecessary information.

8. Which of the following phrases would NOT be part of a courteous letter?

    A. I can't.
    B. You are welcome.
    C. Thank you.
    D. Please.

9. An idea to consider when composing letters would include:

A. Purpose.
B. Response wanted.
C. Sequence of points.
D. All of the above.

10. Which of the following is a helpful hint when writing business letters?

A. Include strong first and last sentences in the letter.
B. Be very wordy.
C. Use large words.
D. Use words like I and mine.

11. All of the following are hints for writing business letters EXCEPT:

A. Use a variety of sentence structures.
B. Reply to requests whenever you have the time.
C. Plan ahead.
D. Always proofread letters before sending them.

12. Which of the following is NOT a type of business letter?

A. Goodwill letter.
B. Negative response letter.
C. Circulation letter.
D. Request letter.

13. All of the following are purposes of a goodwill letter EXCEPT:

A. To deny a request.
B. To congratulate someone.
C. To thank someone.
D. To promote a favorable impression of your company.

14. The introductory paragraph of a goodwill letter should include:

A. The message.
B. The conclusion.
C. Why the letter is being written.
D. None of the above.

15. The last paragraph of a goodwill letter should include:

A. A logical conclusion.
B. A positive tone.
C. Both A and B.
D. None of the above.

16. All of the following are purposes of a request letter EXCEPT:

A. To ask someone to provide a particular service.
B. To thank someone.
C. To ask someone to act in a specified way.
D. To ask someone to make a contribution.

17. The second paragraph of a request letter should include:

    A. An explanation of why you want the information.
    B. The conclusion.
    C. The request.
    D. None of the above.

18. All of the following are purposes of a positive response letter EXCEPT:

    A. To fulfill both business and social obligations.
    B. To grant a request by another person.
    C. To request information.
    D. To build goodwill for the company.

19. The positive response letter should include all of the following EXCEPT:

    A. A negative feeling.
    B. A logical conclusion.
    C. An introductory paragraph.
    D. A relevant message.

20. Which of the following is a purpose of a negative response letter?

    A. To deny a request by another person.
    B. To maintain goodwill.
    C. Both A and B.
    D. None of the above.

21. When writing a negative response letter, in which paragraph would you explain the refusal?

    A. First.
    B. Second.
    C. Third.
    D. Fourth.

22. Parts of the memorandum include all of the following EXCEPT:

    A. Heading.
    B. Subject.
    C. Message.
    D. Inside address.

23. All of the following are normally NOT included in a memo EXCEPT:

    A. The message.
    B. The signature.
    C. The salutation.
    D. The complimentary close.

24. The paragraphs in a memo should be:

    A. Single-spaced.
    B. Double-spaced.
    C. Triple-spaced.
    D. Mixed-spaced.

25. Which of the following items normally identify what is on the standard business form?

    A. Why.
    B. When.
    C. Who.
    D. All of the above.

26. Which of the following is a type of business form?

    A. Snap-out form.
    B. Carbonless form.
    C. Continuous form.
    D. All of the above.

27. A general guideline for preparing a business form would include:

    A. Use elite type if possible.
    B. Proofread and make corrections before removing the form from the typewriter.
    C. Tabulate and type across the form.
    D. All of the above.

28. Which of the following is a characteristic of a formal business report?

    A. It has the summary, conclusion, and recommendation at the beginning of the report.
    B. Pica type is used.
    C. It is double-spaced.
    D. It uses right-bound margins.

29. Which of the following is NOT a basic part of a business report?

    A. Title page.
    B. Memos.
    C. Table of contents.
    D. References.

30. Which of the following is NOT included on the title page of the business report?

    A. The title of the report.
    B. The date of distribution.
    C. The contents of the report.
    D. The name of the person who prepared the report.

31. The side margins for a formal business report should be set at:

    A. 1 1/2" left margin and 1" for the right margin.
    B. 1 1/2" for all margins.
    C. 1" for all margins.
    D. 2" for all margins.

32. The title of the formal report on the first page should begin on line:

    A. 7.
    B. 13.
    C. 24.
    D. 2.

33. After the first page of the formal report, all other pages should begin on line:

    A. 13. C. 7.
    B. 2. D. 15.

34. The bottom margin of the formal report should be:

    A. 1 inch. C. 2 inches.
    B. 3 inches. D. 5 inches.

35. What type of numbering system should be used for the page numbers on the introductory pages of a formal business report?

    A. Arabic numerals. C. Both A and B.
    B. Roman numerals. D. None of the above.

36. What type of numbering system should be used for the page numbers in the body of a formal business report?

    A. Arabic numerals. C. Both A and B.
    B. Roman numerals. D. None of the above.

37. All of the following are acceptable placement of page numbers on a page in a formal business report EXCEPT:

    A. Centered in the bottom margin. C. Centered in the top margin.
    B. Typed at the top right margin on line 4. D. Typed on the back of each page.

38. The spacing immediately after a centered heading on a formal business report should be:

    A. Single-spaced. C. Double-spaced.
    B. Triple-spaced. D. None of the above.

39. Where should sideheadings be placed in a formal business report?

    A. Centered above the paragraph. C. Placed at the right margin above the paragraph.
    B. Typed at the left margin above the paragraph. D. None of the above.

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40. Which of the following statements is TRUE concerning footnotes in a formal business report?

- A. The name of the author and the page number should be in parentheses after the quote.
- B. If two or more publications by the same author are used, the date of the publication should be used.
- C. Both A and B.
- D. None of the above.

41. The title page of a formal business report should be:

- A. Centered vertically.
- B. Centered horizontally.
- C. Both A and B.
- D. None of the above.

42. How should the title of the business report be typed?

- A. In all capital letters.
- B. In both upper and lower case letters.
- C. Both A and B.
- D. None of the above.

43. On what line should the title of the table of contents begin?

- A. 7.
- B. 2.
- C. 13.
- D. 24.

44. What could be used to connect the listings to the page numbers?

- A. Leaders.
- B. Asterisks.
- C. Equal lines.
- D. Slashes.

45. How should the bibliography be presented in a formal report?

- A. The first line of each listing begins at the left margin and additional lines are indented.
- B. All listings are single-spaced and double-spaced between each entry.
- C. Authors are listed in alphabetical order.
- D. All of the above.

MATCHING

A. Appendix
B. Authorization letter
C. Clear
D. Complete
E. Concise
F. Correct
G. Courteous
H. Formal report
I. Goodwill
J. Inductive
K. Informal reports
L. Letter
M. Memo report
N. Synopsis
O. Title fly
P. Transmittal letter
Q. Visual aids
R. "You" attitude

1. A favorable impression that businesses seek to create.

2. Additional information located at the end of a report.

3. The summary of a report.

4. Message from the author to the reader.

5. Data are accurate and current.

6. Illustrations, charts, and graphs.

7. Communication that is understandable.

8. A listing of the title of the report.

9. Short reports in various forms.

10. Long reports with several parts.

11. Keeping in mind the reader's point of view and putting the reader's interests first.

12. Written material to someone outside a company.

13. Begins with the specific purpose and moves toward more general information.

14. Supplying all the necessary data in order for the information to be understood.

15. Text that consists of the fewest and most straightforward words possible.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. The three steps in composing letters include organizing, _________, and writing.

____________________ 2. When writing letters, you should always use correct _________ and punctuation.

____________________ 3. You should always make an ________ to organize your thoughts and ideas.

____________________ 4. The tone of your writing should have the _______ attitude.

____________________ 5. The flow of your message should be _________.

____________________ 6. The purpose of a _________ letter is to thank someone for a good service.

____________________ 7. The purpose of a _________ letter is to ask for something.

____________________ 8. The purpose of a _________ letter is to grant a request by another person.

____________________ 9. The purpose of a _________ letter is to deny a request by another person.

____________________ 10. The type of letter that moves within a company is called a _________.

ESSAY

1. Give a purpose for each of the following.

   (1) Goodwill letter

   (2) Request letter

   (3) Positive response

   (4) Negative response

2. List and then give an example of three of the five Cs.

   (1)

   (2)

   (3)

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ACTIVITY

INSTRUCTIONS: Write an opening paragraph for each of the following types of letters.

1. Goodwill: This letter will be written to Mark Richards. He was promoted to vice-president.

2. Request: This letter will be written to Sarah Meyers. She is being requested to send information concerning word processing software.

3. Positive response: This letter will be written to James Rodgers. He has been chosen to be the speaker at the luncheon next month.

4. Negative response: This letter will be written to Fred Taylor. His offer to remodel the employee lounge was declined.

ANSWERS

True and False

1. T
2. F
3. T
4. F
5. F
6. T
7. F
8. T
9. F
10. F
11. F
12. F
13. F
14. T
15. F
16. F
17. F
18. F
19. T
20. F
21. T
22. T
23. F
24. F
25. T

Multiple Choice

1. B
2. A
3. D
4. C
5. D
6. C
7. B
8. A
9. D
10. A
11. B
12. C
13. A
14. C
15. C
16. B
17. A
18. C
19. A
20. C
21. B
22. D
23. A
24. A
25. D
26. D
27. D
28. A
29. B
30. C
31. A
32. B
33. C
34. A
35. B
36. A
37. D
38. C
39. B
40. C
41. C
42. A
43. C
44. A
45. D

Matching

1. I
2. A
3. N
4. P
5. F
6. Q
7. C
8. O
9. K
10. H
11. R
12. L
13. J
14. D
15. E

Fill in the Blank

1. Planning
2. Grammar
3. Outline
4. You
5. Smooth
6. Goodwill
7. Request
8. Positive response
9. Negative response
10. Memo

Essay

1. Evaluated to the satisfaction of the instructor.

2. Any three of the following may be listed. The examples are to be evaluated to the satisfaction of the instructor.

    (1) Complete
    (2) Clear
    (3) Correct
    (4) Concise
    (5) Courteous

Activity

All paragraphs to be evaluated to the satisfaction of the instructor.

TRUE AND FALSE

1. There is NO reason why you should learn to pronounce words correctly.

2. You can use some type of memory device to help you remember how a word is spelled.

3. In spelling a word that contains an "ie" together, the letter "i" is ALWAYS before the letter "e".

4. You should NEVER double the final consonant when adding a suffix.

5. An apostrophe is normally added after the last letter of the primary word, but before the "s" when showing possession.

6. A period at the end of a phrase indicates the end of a sentence.

7. A comma is used to separate independent clauses joined by a coordinating conjunction such as "and" or "but".

8. A semicolon can ALWAYS be used in place of a comma.

9. The colon is used to introduce a series of items.

10. Dashes are used to emphasize a word or group of words.

11. The first letter of the first word of a sentence should NEVER be capitalized.

12. A noun is a person, place, thing, or idea.

13. A verb may take the place of a noun.

14. An adjective shows action or a state of being.

15. A preposition shows the relation between its object and the word in the sentence.

16. ONLY one type of clause exists.

17. A simple sentence contrasts or compares two closely related ideas or thoughts.

18. A complex sentence contains one independent clause and one or more dependent clauses.

19. Subjects and verbs should NEVER agree.

20. A singular subject uses a singular verb.

21. A plural subject uses a singular verb.

22. You should use a singular verb if the collective noun is considered a unit.
23. Using many run-on sentences is a method of good writing.
24. You should try to use passive voice rather than active voice when writing letters.
25. Use picture words and a variety of words to express an idea.

MULTIPLE CHOICE

1. Which of the following is a helpful spelling tip?

   A. Use the dictionary to find words you cannot spell.
   B. Make a list of commonly misspelled words.
   C. Learn to see a word that does not "look right".
   D. All of the above.

2. Which of the following words is spelled INCORRECTLY?

   A. Achieve
   B. Veiw
   C. Believe
   D. Pier

3. Which of the following words is spelled INCORRECTLY?

   A. Copys
   B. Copying
   C. Copies
   D. Copied

4. Which of the following words is spelled INCORRECTLY?

   A. Occurred
   B. Occurring
   C. Occured
   D. Occur

5. Which of the following words is spelled CORRECTLY?

   A. Outrageous
   B. Manageble
   C. Achievment
   D. Depriveing

6. Which of the following words is spelled CORRECTLY?

   A. Heros
   B. Brushs
   C. Committes
   D. Businesses

7. Which of the following words is a noun showing possession?

   A. Monkeys
   B. Women
   C. Jane's
   D. Churches

8. Which of the following words is spelled CORRECTLY?

   A. Conveneince
   B. Science
   C. Goverment
   D. Consceince

9. Which of the following words is spelled INCORRECTLY?

A. Boundarys
B. Libraries
C. Boundaries
D. Quantities

10. Which of the following words is spelled CORRECTLY?

A. Fixxed
B. Contentted
C. Fixed
D. Losed

11. Which of the following words is spelled CORRECTLY?

A. Familys
B. Attorneies
C. Hobbyes
D. Stereos

12. Which of the following sentences is correctly punctuated with a PERIOD?

A. Today is Friday.
B. Today. is Friday
C. Both A and B.
D. None of the above.

13. Which of the following sentences is correctly punctuated with a PERIOD?

A. Dr. Jones is my friend.
B. Dr Jones is my friend
C. Both A and B.
D. None of the above.

14. Which of the following sentences is correctly punctuated with a PERIOD?

A. For my birthday, I received $22,50.
B. For my birthday, I received $22.50.
C. Both A and B.
D. None of the above.

15. Which of the following sentences is correctly punctuated with a COMMA?

A. I like, the computer but John likes the typewriter.
B. I like the computer, but John likes the typewriter.
C. Both A and B.
D. None of the above.

16. Which of the following sentences is correctly punctuated with a COMMA?

A. Cindy, Linda, and Brandi are going to see a movie today.
B. Cindy Linda and Brandi are going to see a movie today.
C. Both A and B.
D. None of the above.

17. Which of the following sentences is correctly punctuated with a COMMA?

A. After going to the store, come right home.
B. After, going to the store come right home.
C. Both A and B.
D. None of the above.

18. Which of the following sentences is correctly punctuated with a COMMA?

A. The head cheerleader, Misty Jameson, is the most popular girl in school.
B. The head, cheerleader Misty Jameson is the most popular, girl in school.
C. Both A and B.
D. None of the above.

19. Which of the following sentences is correctly punctuated with a COMMA?

A. The Corvette, was a shiny red sports car.
B. The Corvette was a shiny, red sports car.
C. Both A and B.
D. None of the above.

20. Which of the following sentences is correctly punctuated with a COMMA?

A. Come home, Sarah.
B. Come home Sarah.
C. Both A and B.
D. None of the above.

21. Which of the following sentences is correctly punctuated with a COMMA?

A. Julie said, "Do your homework."
B. Julie said "Do your homework."
C. Both A and B.
D. None of the above.

22. Which of the following sentences is correctly punctuated with a COMMA?

A. Today is Saturday, May 25, 1991.
B. Today is Saturday May 25, 1991.
C. Both A and B.
D. None of the above.

23. Which of the following sentences is correctly punctuated with a SEMICOLON?

A. The paper is white the ink; is black.
B. The paper is white; the ink is black.
C. Both A and B.
D. None of the above.

24. Which of the following sentences is correctly punctuated with a SEMICOLON?

    A. The dress is great; however, the color is wrong.
    B. The dress; is great however the color is wrong.
    C. Both A and B.
    D. None of the above.

25. Which of the following sentences is correctly punctuated with a SEMICOLON?

    A. Jamie and Jerry are going on a picnic; Frank is going to the movies.
    B. Jamie and Jerry are going; on a picnic Frank is going to the movies.
    C. Both A and B.
    D. None of the above.

26. Which of the following sentences is correctly punctuated with a SEMICOLON?

    A. The employees are Robert Jones, president, Sherry Michaels, vice-president, and Tim Franklin, secretary.
    B. The employees are Robert Jones, president; Sherry Michaels, vice-president; and Tim Franklin, secretary.
    C. Both A and B.
    D. None of the above.

27. Which of the following sentences is correctly punctuated with a COLON?

    A. You will get the following items: at the store milk, bread, and apples.
    B. You will get the following items at the store: milk, bread, and apples.
    C. Both A and B.
    D. None of the above.

28. Which of the following sentences is correctly punctuated with a COLON?

    A. George MacArthur used this quotation while in the Phillipines: "I shall return."
    B. George MacArthur used this quotation: while in the Phillipines "I shall return."
    C. Both A and B.
    D. None of the above.

29. Which of the following sentences is correctly punctuated with a COLON?

A. We need to make a decision to go to the arcade: or to do our homework.
B. We need to make a decision: to go to the arcade or to do our homework.
C. Both A and B.
D. None of the above.

30. Which of the following sentences is correctly punctuated with a COLON?

A. It is 1025: p.m.
B. It is 10:25 p.m.
C. Both A and B.
D. None of the above.

31. Which of the following words uses the hyphen properly?

A. Twenty-one
B. Ex-husband
C. Self-assured
D. All of the above.

32. Which of the following words uses the hyphen properly?

A. ProAmeri-can
B. Ten speed-bike
C. Pro-American
D. Selfsup-porting

33. Which of the following words should be capitalized?

A. today
B. apples
C. cindy meyer
D. local

34. Which of the following words should be capitalized?

A. tomorrow
B. royal
C. establish
D. america

35. Which of the following words should be capitalized?

A. adding machine
B. telephone
C. xerox
D. photocopy

36. Which of the following words should be capitalized?

A. labor day
B. holiday
C. weekday
D. weekend

37. Which of the following words should be capitalized?

A. president bush
B. marcus welby, m. d.
C. gone with the wind
D. All of the above.

38. In the sentence, "The dog barks loudly," what word is the noun?

A. The
B. Barks
C. Dog
D. Loudly

39. In the sentence, "He is a good friend," what word is the pronoun?

A. He
B. Good
C. Is
D. Friend

40. In the sentence, "Sam drives his father's car," what word is the verb?

A. Sam
B. His
C. Drives
D. Car

41. In the sentence, "The green car has a flat," what word is the adjective?

A. Car
B. Has
C. Flat
D. Green

42. In the sentence, "Jerry ran quickly in the race," what word is the adverb?

A. Race
B. Ran
C. Quickly
D. Jerry

43. In the sentence, "Mary and Cindy went to the store," what word is the conjunction?

A. Went
B. Store
C. Mary
D. And

44. In the sentence, "Tausha went to school," what word is the preposition?

A. Went
B. To
C. Tausha
D. School

45. In the sentence, "Ouch! That hurts," what word is the interjection?

A. That
B. Hurts
C. Ouch
D. None of the above.

46. Which of the following is a type of clause?

A. Independent
B. Dependent
C. Both A and B.
D. None of the above.

47. What type of sentence uses one subject and one predicate to tell a message?

A. Compound
B. Simple
C. Complex
D. Multiple

48. What type of sentence contrasts or compares two closely related ideas or thoughts?

A. Compound
B. Simple
C. Complex
D. Multiple

49. What type of sentence contains one independent clause and one or more dependent clauses?

A. Compound
B. Simple
C. Complex
D. Multiple

50. What type of sentence is "Laura can drive a car"?

A. Compound
B. Simple
C. Complex
D. Multiple

51. What type of sentence is "We are going to the movies"?

A. Compound
B. Simple
C. Complex
D. Multiple

52. What type of sentence is "Larry and Tammi are staying home this weekend"?

A. Compound
B. Simple
C. Complex
D. Multiple

53. What type of sentence is "Neither Janet nor Marie are going skiing this year"?

A. Compound
B. Simple
C. Complex
D. Multiple

54. Which of the following sentences is a run-on sentence?

A. Sue and Jane are going to California this summer.
B. Tammi likes to read books and to watch movies.
C. Both A and B.
D. None of the above.

55. Which of the following sentences is in active voice?

A. Sally went to her brother's house.
B. Terry rode his horse.
C. Both A and B.
D. None of the above.

MATCHING

A. Active voice
B. Articulation
C. Clause
D. Collective noun
E. Conjunction
F. Direct approach
G. Indirect approach
H. Interjection
I. Limitation
J. Phrase
K. Predicate
L. Prefix
M. Preposition
N. Projection
O. Scope
P. Subject
Q. Suffix
R. Verb

1. Shows the relation between its object and another word in the sentence.
2. In a written report, the breadth or range of the topic.
3. Action expressed by the verb in the sentence is performed by the subject.
4. The word or words that say something about the subject of a sentence or clause.
5. Inductive approach; writing from specific to general information.
6. The word or group of words in a sentence about which something is said.
7. Clear, distinct formation of words when speaking.
8. A word or words used to show a sudden burst of emotion.
9. A group of related words containing a subject and a predicate.
10. Speaking loudly enough for the audience to hear.
11. Any aspect restricting what is being included in a report.
12. Shows action or state of being.
13. A group of related words that does not contain both a subject and a predicate.
14. Joins words, phrases, clauses, and sentences.
15. A singular noun referring to a group.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. Ellen __________ (is, are) going to the mall this afternoon.

____________________ 2. We __________ (travel, travels) every summer.

____________________ 3. The grand prize for the contest __________ (is, are) $5,000 this year.

____________________ 4. The committee __________ (is, are) meeting tomorrow night.

____________________ 5. Neither Jane nor Debbie __________ (is, are) going to the party this weekend.

____________________ 6. The telephone and the adding machine __________ (is, are) on my desk.

____________________ 7. Ice cream or cake __________ (is, are) my favorite dessert.

____________________ 8. Tea and water __________ (is, are) served with each meal.

____________________ 9. The news __________ (is, are) great.

____________________ 10. The faculty __________ (is, are) meeting on Friday.

ESSAY

1. List four spelling tips.

(1)

(2)

(3)

(4)

2. Give an example sentence of passive and active voice.

Active voice:

Passive voice:

ANSWERS

True and False

1. F
2. T
3. F
4. F
5. T
6. T
7. T
8. F
9. T
10. T
11. F
12. T
13. F
14. F
15. T
16. F
17. F
18. T
19. F
20. T
21. F
22. T
23. F
24. F
25. T

Multiple Choice

1. D
2. B
3. A
4. C
5. A
6. D
7. C
8. B
9. A
10. C
11. D
12. A
13. A
14. B
15. B
16. A
17. A
18. A
19. B
20. A
21. A
22. A
23. B
24. A
25. A
26. B
27. B
28. A
29. B
30. B
31. D
32. C
33. C
34. D
35. C
36. A
37. D
38. C
39. A
40. C
41. D
42. C
43. D
44. B
45. C
46. C
47. B
48. A
49. C
50. B
51. B
52. B
53. B
54. D
55. C

Matching

1. M
2. O
3. A
4. K
5. F
6. P
7. B
8. H
9. C
10. N
11. I
12. R
13. J
14. E
15. D

Fill in the Blank

1. Is
2. Travel
3. Is
4. Is
5. Is
6. Are
7. Is
8. Are
9. Is
10. Is

Essay

1. Any four of the following may be listed.

   1) Learn to pronounce words correctly.
   2) Learn to see words that do not "look right".
   3) Use the dictionary to find words you cannot spell.
   4) Use some sort of memory device to help you remember how a word is spelled.
   5) Learn some simple rules for spelling.
   6) Be careful about your spelling.
   7) Make a list of commonly misspelled words to refer to when necessary.
   8) Recognize the prefix and the root of the word.

2. Evaluated to the satisfaction of the instructor.

COMPETENCY MATRIX OF TEST BANK QUESTIONS

SECTION IV

SECTION IV		QUESTION TYPES					
Unit	Comp.	T/F	MC	Match	Fill-in	Essay	Activity
1	1			All			
	2	1-5	1-6		5	1	
	3	6-8	7-10		4		
	4	9-17	11-22		2, 6, 7	2	
	5	18-25	23-30		1, 3, 8-10		
2	1			All	1, 4-8		
	2	1-5	1-3			1	
	3	6-8, 10	4-10		2		
	4	12, 15	13-17, 24, 25		9, 10	2	
	5	13, 14	18-23		3		
	6	9, 11	11, 12				
3	1			All			
	2	1-21	1-23, 25, 26		1-10	1, 2	All
	3	22-25	24, 27-45				All
4	1	1-5	1-11			1	
	2	6-10	12-32				
	3	11	33-37				
	4	12-25	38-55	All	All	2	

Business Office Clerical/

Business Office Services

Section V

SOCIAL IMPLICATIONS
TEST BANK

TRUE AND FALSE

1. Our society has NOT become dependent on computers.
2. Computers do less and less each year.
3. Our society is becoming nameless through the use of more computers and more numbers.
4. Artificial Intelligence is being used in robotics.
5. Robotics cannot be used on assembly lines.
6. CD-ROM is being used in libraries.
7. Hypergraphics is a method of teaching that involves both people and computers.
8. Computer viruses do NOT really exist.
9. A computer virus can destroy a computer system.
10. Computer crime involves only viruses.
11. Computer crime is defined as ONLY breaking written laws.
12. Large corporations ALWAYS report computer crime.
13. Those people who data spy normally only look at data and do not destroy the data.
14. Hackers are computer enthusiasts who normally only look at data.
15. Computer piracy involves illegally copying computer software.
16. Computer piracy does NOT break the copyright law.
17. Privacy is NOT an issue when discussing computer ethics.
18. Our nation currently has a giant data bank with everyone's name in it.
19. The paperless office means that everyone talks to one another rather than using paper documents.
20. Computer systems are ALWAYS reliable.

MULTIPLE CHOICE

1. Which of the following is a reason our society is becoming "nameless"?
    - A. Credit cards.
    - B. Driver's licenses.
    - C. Social security numbers.
    - D. All of the above.
2. Artificial Intelligence is being used in all of the following EXCEPT:
    - A. Expert systems.
    - B. Networks.
    - C. Robotics.
    - D. Decision support systems.
3. Which of the following is a robotic application?
    - A. Warehousing.
    - B. Handling radioactive materials.
    - C. Mail carriers in large firms.
    - D. All of the above.
4. Which of the following is NOT a characteristic of CD-ROM?
    - A. Plays music.
    - B. Same size as a floppy disk.
    - C. Stores files of historical material.
    - D. Holds a gigabyte or more.
5. Which of the following is NOT a computer virus?
    - A. Israeli virus.
    - B. Alameda virus.
    - C. American virus.
    - D. Trojan Horse.
6. All of the following are reasons why computer crime is difficult to prosecute EXCEPT:
    - A. The criminals are being hired as consultants.
    - B. No laws exist.
    - C. Large firms "hush up" the crime.
    - D. Corporations do not want to lose their stockholders.
7. All of the following are types of computer crime EXCEPT:
    - A. Loss of data.
    - B. Piracy.
    - C. Data spying.
    - D. Hacking.
8. Which of the following is a FALSE statement concerning computer ethics?
    - A. The copyright law does not cover computer software.
    - B. Piracy has become a "big business".
    - C. Viruses have been put on software programs to stop illegal copying.
    - D. Software progams are easy to copy.

9. All of the following are privacy issues EXCEPT:

   A. Control over the data is lost.
   B. Private information can be read by anyone who has access to it.
   C. No one else can look at computer data except the person receiving the information.
   D. Paper documents can be locked away, but electronic data cannot.

10. Which of the following services do credit bureaus perform?

   A. Keep up-to-date records.
   B. Data is gathered from many sources.
   C. Both A and B.
   D. None of the above.

11. In a paperless office, which of the following is a method of security?

   A. Encryption.
   B. Hacking.
   C. Piracy.
   D. Data spying.

12. The reliability of computer systems involves:

   A. Hardware.
   B. People.
   C. Software.
   D. All of the above.

13. Which of the following is the BEST method of preventing loss of data?

   A. Maintenance.
   B. Backup information.
   C. Equipment replacement.
   D. None of the above.

14. Which of the following statements about computer software is TRUE?

   A. Programs NEVER have bugs.
   B. Programs seldom run.
   C. Programs ALWAYS have bugs.
   D. None of the above.

15. Which of the following is a type of storage media?

   A. Magnetic tape.
   B. Hard disks.
   C. Floppy disks.
   D. All of the above.

MATCHING

A. Activation
B. Artificial Intelligence
C. CD-ROM
D. Computer ethics
E. Data spying
F. Decision Support System
G. Encryption
H. Expert system
I. Hacker
J. Hypergraphics
K. Infection
L. Piracy
M. Robotics
N. Trojan Horse
O. Vaccine

1. A program that watches for typical things viruses do.

2. A term used to refer to the standard of moral conduct in computer use.

3. The unauthorized copying of a computer program written by someone else.

4. The science that deals with robots.

5. A term describing data that has been translated into a secret code for security reasons.

6. The invasion of a virus into a host system.

7. The final phase of the virus life cycle.

8. A program that mimics the decision-making logic of human experts.

9. These disks cannot be erased or recorded on.

10. A form of illegal access to data.

11. An information-producing system aimed at a particular decision a manager must make.

12. A field of study involving techniques under which computers can create responses.

FILL IN THE BLANK

INSTRUCTIONS: Place the appropriate word or words in the blank.

____________________ 1. ________ crime is any illegal act for which knowledge of computer technology is used to commit the offense.

____________________ 2. A computer _________ is a segment of machine-language code that replaces software or data with a copy of itself without authorization.

____________________ 3. A __________ is a person who is challenged by trying to break computer security.

____________________ 4. The ________ is one that leaves no external signs of its presence after infection.

____________________ 5. The ________ office implies that all paper documents have been replaced by electronic devices.

____________________ 6. If all those living in a society are known by a number, the society is said to be ________.

____________________ 7. Hypergraphics can be used in a ________ or as a training device.

____________________ 8. The improper care of equipment and disks can cause serious problems, such as loss of ________.

____________________ 9. Private or secret data should always be kept _______.

____________________ 10. The number one cause of data loss is ________.

ESSAY

1. List two types of computer viruses and give a brief description of each.

   (1)

   (2)

2. In your opinion, how could the reliability of computer systems be increased?

ANSWERS

True and False

1. F
2. F
3. T
4. T
5. F
6. T
7. T
8. F
9. T
10. F
11. F
12. F
13. T
14. F
15. T
16. F
17. F
18. F
19. F
20. F

Multiple Choice

1. D
2. B
3. D
4. A
5. C
6. B
7. A
8. A
9. C
10. C
11. A
12. D
13. B
14. C
15. D

Matching

1. O
2. D
3. L
4. M
5. G
6. K
7. A
8. H
9. C
10. E
11. F
12. B

Fill in the Blank

1. Computer
2. Virus
3. Hacker
4. Hidden virus
5. Paperless
6. Nameless
7. Classroom
8. Data
9. Confidential
10. Carelessness

Essay

1. Any two of the following may be chosen. The descriptions are to be evaluated to the satisfaction of the instructor.

   1) Pakistani Brain
   2) Scores
   3) Israeli
   4) nVIR
   5) Alameda
   6) Lehigh
   7) Datacrime
   8) Logic Bomb
   9) Network worms
   10) Time Bomb
   11) Trojan Horse
   12) Trap Door
   13) Peace
   14) Others discussed

2. Evaluated to the satisfaction of the instructor.

COMPETENCY MATRIX OF TEST BANK QUESTIONS

SECTION V

SECTION V		QUESTION TYPES				
Unit	Comp.	T/F	MC	Match	Fill-in	Essay
1	1			All	1-7	
	2	1-7	1-4			
	3	8-16	5-8			1
	4	17-19	9-11		9	
	5	20	12-15		8, 10	2

COMPLIANCE STATEMENT

TITLE VI, CIVIL RIGHTS ACT OF 1964; THE MODIFIED COURT ORDER, CIVIL ACTION 5281, FEDERAL DISTRICT COURT, EASTERN DISTRICT OF TEXAS, TYLER DIVISION

Reviews of local education agencies pertaining to compliance with Title VI Civil Rights Act of 1964 and with specific requirements of the Modified Court Order, Civil Action No. 5281, Federal District Court, Eastern District of Texas, Tyler Division are conducted periodically by staff representatives of the Texas Education Agency. These reviews cover at least the following policies and practices:

(1) acceptance policies on student transfers from other school districts;

(2) operation of school bus routes or runs on a non-segregated basis;

(3) nondiscrimination in extracurricular activities and the use of school facilities;

(4) nondiscriminatory practices in the hiring, assigning, promoting, paying, demoting, reassigning, or dismissing of faculty and staff members who work with children;

(5) enrollment and assignment of students without discrimination on the basis of race, color, or national origin;

(6) nondiscriminatory practices relating to the use of a student's first language; and

(7) evidence of published procedures for hearing complaints and grievances.

In addition to conducting reviews, the Texas Education Agency staff representatives check complaints of discrimination made by a citizen or citizens residing in a school district where it is alleged discriminatory practices have occurred or are occurring.

Where a violation of Title VI of the Civil Rights Act is found, the findings are reported to the Officer for Civil Rights, Department of Health, Education and Welfare.

If there is a direct violation of the Court Order in Civil Action No. 5281 that cannot be cleared through negotiations, the sanctions required by the Court Order are applied.

TITLE VII, CIVIL RIGHTS ACT OF 1964; EXECUTIVE ORDERS 11246 AND 11375; TITLE IX, 1973 EDUCATION AMENDMENTS; REHABILITATION ACT OF 1973 AS AMENDED; 1974 AMENDMENTS TO THE WAGE-HOUR LAW EXPANDING THE AGE DISCRIMINATION IN EMPLOYMENT ACT OF 1967; AND VIETNAM ERA VETERANS READJUSTMENT ASSISTANCE ACT OF 1972 AS AMENDED IN 1974.

It is the policy of the Texas Education Agency to comply fully with the nondiscrimination provisions of all federal and state laws and regulations by assuring that no person shall be excluded from consideration for recruitment, selection, appointment, training, promotion, retention, or any other personnel action, or be denied any benefits or participation in any programs or activities which it operates on the grounds of race, religion, color, national origin, sex, handicap, age, or veteran status (except where age, sex, or handicap constitute a bona fide occupational qualification necessary to proper and efficient administration). The Texas Education Agency makes positive efforts to employ and advance in employment all protected groups.